

Case Study

Synology, Inc.
Global Provider of Network-Attached Storage Devices



Synology, Inc.

Why Synology Chose Disk Stations

- Easy Management
- Reliability
- Remote Access
- Disk Customization
- RAID
- Automated Backup
- Low Maintenance
- Scalable

Company Profile

Location: Global Offices
Industry: Computer Hardware
Employees: 100+
Business Issues: Data Storage, Web Server, File Sharing and backup management
Platforms: Linux, Windows & Mac

Benefits

- Increased Productivity
- Increased Efficiency
- Lower IT Costs
- Increased Reliability
- Peace of Mind

Company Increases Productivity and Global Efficiency by Using Their Own Storage and File Solutions

“Over the years, our data storage and file sharing needs have grown dramatically as our company continues to grow world-wide. With the on-going need to keep costs down and reliability up, the obvious solution was to transition all of our web serving and file management needs to the Disk Station technology. In doing so we’ve greatly reduced costs and created a very reliable and easy to manage solution that will grow with our company.”

-Cheen Liao, President Synology America Corp.

The Company

Founded in April of 2000, Synology Inc. develops next-generation Network Attached Storage (NAS) products for the home and small to medium sized business markets. Dedicated to developing high-performance, reliable, versatile, and environmentally-friendly Network Attached Storage (NAS) products, Synology is committed to investing heavily in R&D and advancing the thought leadership around storage solutions for the SMB market. Headquartered in Taipei, Taiwan Synology also has regional offices in the UK and North America.

The Challenge

Like most small and medium sized businesses, Synology is increasingly dependent on the Internet to provide efficient, effective customer service. Frequently updating the multilingual website, providing firmware downloads, and maintaining an active community while improving internal productivity is no small challenge. As the company continues to grow, the amount of data to be stored and secured adds to the complexity of managing Synology’s network environment

Solution:

In early 2009, Synology implemented their Synology Disk Stations throughout their internal operations in response to their increasing demand for more storage capacity, increased performance and reliability.

Four RS409+ were deployed to host the company's official website, the community forum, and both Taiwan and Europe-based file download servers. Internally in the Taiwan office, an RS408 and DS509+ in conjunction with a DX5 function as the core file servers. A CS407 runs as a public FTP site to transfer files to and from suppliers and the media, while a DS207+ efficiently operates the dedicated surveillance server to monitor the company offices. Additionally a DS207 is used to manage all of the confidential data used by the HR department.

Increased Performance & Productivity

RS409+: Official Website & Download Server

With customers spread across the globe, Synology relies heavily on its official website to provide product information to potential customers and online support to existing customers. To accommodate this demand Synology's online services require near 100% uptime and easy management. After implementing a pair of RS409+ to host the website and forum, the maintenance time was reduced more than 30%, and the hot-swappable hard drive design allows Synology's network administrator to replace hard drives without interrupting the server, therefore keeping the system up and running.

Synology releases several free firmware updates every year. To provide faster service, the headquarters and the UK branch each set up a RS409+ to host their firmware download sites, drastically reducing users' download time by up to 70% during major firmware releases.

FTP Server

One piece of network hardware that does not require upgrade is the CS406 that Synology uses as an FTP server to transfer files to and from its suppliers. It is equipped with advanced access rights control and encryption options to ensure important data is fully protected. The CS406 has been running for three years and is still going strong, proving its reliability and value of Synology NAS as a long term investment.

"We have a lot of multimedia advertisement materials that easily exceed 200MB," says Peggy Chen, Marketing Specialist at Synology, "transferring these files used to be a major source of frustration. The FTP server on CS406 solved our problem."

Surveillance Server

As the company expands, the number of both employees and guests coming in and out of the office created the need for a surveillance system.

Two IP cameras monitoring the entrance to the building are connected through the network to a DS207+ designated as a surveillance server. With a DS207+ setup as a surveillance server and connected to two IP cameras monitoring the entrances, Synology can now use the newly released Surveillance Station 2 for real-time monitoring and recording.

HR Department's Private Server

Employees are the most valuable asset of any company, and confidential Human Resources information should be protected with the highest level of security. Currently, Synology's Human Resources department uses a DS207 to store and backup its files. After a quick configuration by the network administrator, HR changed the administrators' password and now has exclusive use of the server. The user-friendly management UI allows staff without advanced technical knowledge to utilize the system and substantially reduces the workload of the network administrator.

"With the DS207, I can access and backup sensitive information without worries."

- Ricki Lee, HR Manager, Synology Inc.

Synology's Disk Station Allocation

Taipai

UK



Web Server: Official Site
RS409+



Web Server: Forum
RS409+



Web Server: Server
RS409+



FTP Server
CS406



Mirrored Download Server
RS409+



Internet



File Server
RS408



File Server
DS509+ & DX5



File Server for HR
DS207



Surveillance Server
DS207+



DNS Server
DS209j

Intranet

Volume Allocation

- o RS409+ (Official site, RAID 5, total capacity: 3TB)
- o RS409+ (Forum, RAID 5, total capacity: 3TB)
- o RS409+ (Official download site, RAID 5, total capacity :480GB)
- o RS409+ (UK download site, RAID 5, total capacity: 480GB)
- o CS406 (FTP server, RAID 1, total capacity: 80GB)
- o RS408 (File server, RAID 5, total capacity: 3TB)
- o DS509+ & DX5 (File server, RAID 5 Expanded, total capacity: 7.5TB)
- o DS207+ (Surveillance server, RAID 1, total capacity: 500GB)
- o DS207 (HR department's private server, RAID 1, total capacity: 80GB)
- o DS209j (DNS server, RAID 1, total capacity: 160GB).

Highlighted Benefits of Using the Synology Disk Stations

Purpose	Model	Main Benefits	Statistics
Web Server: Official Website	RS409+	Provides uninterrupted service and reduces the maintenance time	In the month of March, 2009, the website's page views reached four million and the website request number reached 26.9 million
Web Server: Forum	RS409+	Provides uninterrupted service and reduces the maintenance time	As of April 29th, 2009, the official forum had 9,310 registered users and 59,789 posts
Download Server	RS409+	Provides faster download service for users	On March 31st, 2009, 32,000 files were downloaded in a single day
Mirror Download Server	RS409+	Provides faster download for European and American users	On March 31st, 2009, 37,000 files were downloaded in a single day
FTP Server	CS406	Provides secure file transferring services with suppliers	As of April 29th, 2009, the server has been running for more than 3 years.
File Server	RS408	Provides simultaneous access efficiently and reduces network administrator's maintenance time	
File Server	DS509+ & DX5	Provides simultaneous access efficiently and reduces network administrator's maintenance time	
Surveillance Server	DS207+	Provides a better surveillance system to ensure the safety of the office.	
HR Dept. Exclusive Server	DS207	Ensures the confidentiality of sensitive information and reduces network administrator's maintenance time.	
DNS Server	DS209j	Reduces the time needed to maintain the DNS services with centralized management.	The DNS server manages over 35 domain names



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