



Case Study

# Sync.com

Sync.com scales rapidly to serve growing customer demands for secure cloud storage and enterprise content collaboration.

“We compete against some of the biggest players in the cloud storage business,” says Thomas Savundra, co-founder of Sync.com. But with a unique approach to cloud-based privacy and protection, the company has seen marked success—so much, in fact, that storage capacity needs were increasing at 3 petabytes (PB) each month. As a result, Savundra realized that Sync.com’s ability to scale quickly to meet rising demand was potentially at risk.

Savundra describes the industry-leading, high-density Seagate® Exos® E storage system design as a lifesaver for the Sync.com infrastructure team because it’s both open and scalable. “We have one job,” he says. “We can’t lose customer data.” Seagate helps Sync.com deliver.

- **Superior scalability:** Storage scaling to support more than 1 million users
- **Increased capacity:** Exceeding the 3PB-per-month expectation
- **New product offerings:** Up to 10 terabytes (TB) in storage per user
- **Enhanced SLAs:** 99.99% uptime for clients





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### Their Story

## Sync.com delivers secure, scalable cloud storage to power enterprise success.

Success in the enterprise-scale cloud storage market is no easy task. Whether it's offered by established cloud giants or local, specialized IT solutions consultants, data infrastructure offerings must provide a unique value proposition to earn the trust of enterprise customers and realize long-term success.

For the Sync.com development team, it began with the creation of a “cloud storage platform we could trust to keep our own data safe,” Savundra says. Then, it evolved into an end-to-end offering capable of addressing and overcoming the real-world challenges of cloud-based data storage for enterprises.

Sync.com has worked to meet the most demanding

business customers' expectations by offering enterprise-grade infrastructure, multiple data center locations, and the most advanced storage systems—including automatic failover systems and secure HIPAA-compliant capabilities that enable legal, healthcare, and accounting firms to breathe easy while meeting requirements.

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### Their Goal

## Substantial growth meant Sync.com needed a better storage platform to support increasing customer demand.

For Savundra, the goal is simple: Helping enterprise customers of any size stay in sync by assuring their enormous data loads are always secure and available on demand. Achieving this goal requires increased storage capacity and scalability to ensure productivity doesn't come at the expense of security or privacy.





Increased demand from enterprise customers made it clear that Sync.com was on to something big, but low-density storage systems posed challenges for cost and reliability. Less scalable, lower-capacity systems

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#### Their Solution

## Sync.com scaled up its storage infrastructure by using Seagate Exos E systems.

For Sync.com, success in the cloud-based storage market came with the challenge of customer demand: As data requirements ramped up, low-density systems couldn't keep pace. With over a million users and monthly storage needs measured in PB, Savundra and his team recognized the need for “the highest capacity systems, as well as platforms that are efficient for Sync.com to scale up and manage.”

Working with experts at Seagate paved the way for Sync.com's solution to rapidly-increasing demand for storage scalability and reliability. Savundra notes, “As we started working with larger business and organizations, enterprise-grade reliability became the primary talking

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#### Their Problem

**Rapidly scaling storage requirements put pressure on existing Sync.com infrastructure, risking the company's ability to scale to meet customer data demands.**

that were more expensive to manage and more prone to failure meant Sync.com was restricted in the product offerings and storage quantities they could offer.



point.” Seagate's high-density storage architecture provided the reliability needed to deliver on Sync's promise of privacy and protection—and the market reputation required to help boost client confidence.



Their Success

**For Sync.com, success was threefold: The ability to introduce new products, improve scalability, and enhance customer trust.**

Success in cloud storage isn't just about having the most space—it's about meeting customer demand for new storage offerings, reliably storing data across multiple data centers to streamline

client access, and improving customer confidence. For Sync.com, this meant:

- Scaling to serve more than one million users
- Increasing capacity to meet 3PB-per-month demands
- Delivering a safe space with 99.99% uptime for customers
- Offering 10TB of storage for users
- Boosting customer confidence with industry-leading storage solutions

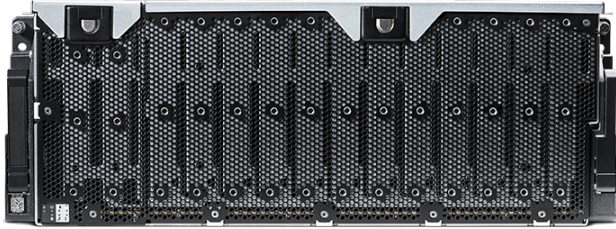


**The Seagate solution is a key component under the hood. Without Seagate, we wouldn't be able to scale in a way that gives us peace of mind—and Sync.com is in the peace of mind business!**

THOMAS SAVUNDRA, **PRESIDENT AND CO-FOUNDER**



# Products Used



## EXOS E 4U106 JBOD System

The industry's highest-density  
storage system

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[https://www.seagate.com/files/www-content/datasheets/pdfs/exos-e-4u106-DS1980-10-2008US-en\\_US.pdf](https://www.seagate.com/files/www-content/datasheets/pdfs/exos-e-4u106-DS1980-10-2008US-en_US.pdf)



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