



## 100 Business Days *to Launch* an SMB Document Management Virtual Appliance in the Cloud

“rPath® and Amazon Web Services were the obvious combined technology for enabling this vision. rPath’s rBuilder provides a unique environment for creating, deploying and maintaining appliances in a variety of formats. The solution enabled KnowledgeTree to capitalize on the convergence of broadband, virtualization, inexpensive storage and open source software to maximize customer value.”

Daniel Chalef, COO,  
KnowledgeTree

### ■ Introduction

KnowledgeTree™ is the leading provider of open source document management applications in the small and medium business (SMB) and departmental space. Its on-premise application was averaging over 15,000 downloads per month. To capitalize on the rapidly-growing market demand for its solutions, KnowledgeTree realized it would be able to reach even more users with an on-demand offering. KnowledgeTree began exploring a Software as a Service (SaaS) delivery model.

### Challenge: Leveraging an Existing Investment

KnowledgeTree wanted to launch a market offering as quickly as possible. However, it was concerned about the significant capital investment usually associated with implementing a highly scalable and fault-tolerant solution. It did not want to invest in data center infrastructure nor did the company want to re-architect its application, which a conventional SaaS model would have required. To minimize development and future maintenance costs, KnowledgeTree needed to leverage as much of its investment in the existing on-premise application as possible and avoid extensive modifications to the application’s architecture.

### Solution: Send in the Cloud

Following an extensive market evaluation, KnowledgeTree chose the technology solutions of rPath® and Amazon Web Services to build and run its new SaaS offering: KnowledgeTreeLive. The company used rPath’s rBuilder® and the rPath Lifecycle Management Platform™ to build virtual appliances as Amazon Machine Images (AMIs) that would run on the Amazon Elastic Compute Cloud (Amazon EC2) and utilize the Amazon Simple Storage Service (Amazon S3). Amazon EC2 provided a highly scalable and fault-tolerant virtual infrastructure which helped KnowledgeTree eliminate the need to build its own hosted data center infrastructure.

rPath’s rBuilder made it easy for KnowledgeTree to transform its existing application into a virtual appliance that could flawlessly run on Amazon EC2 while avoiding re-architecting for multi-tenancy. Further, the rPath Appliance Platform automated maintenance of the virtual appliance, tracking components, automatically propagating code changes to the repository to eliminate code silos, streamlining updates/upgrades and ensuring consistency.

### Benefits

**Faster Time to Market.** The combination of rPath and Amazon EC2 technology made KnowledgeTree’s development work far easier and faster than if it had developed a virtual

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appliance from scratch. The beta version of the new solution was built and launched in only five months. Not only was time-to-market minimized, but KnowledgeTree also reduced by about 40% the number of people required to develop its SaaS solution.

**Cost Savings.** KnowledgeTree was able to deliver a flexible SaaS solution with very little investment in infrastructure. KnowledgeTree benefited from both minimal upfront costs as well as lower ongoing expenses by using the pay-as-you-go model of Amazon EC2. And, rPath's technology minimized the costs associated with building and maintaining a SaaS solution by about 40%.

**“KnowledgeTree is phenomenal and incredibly simple. It’s really, really cool and all Web-based. It took about two hours to set up and roll it out to all company departments.”**

*Bill Maguire, CIO Virgin America*

**“We liked the ease and simplicity with which we were able to get up and running with KnowledgeTree.”**

*Eric Carlson, CEO Blue Hammock*

**Rapid Scalability and Robust Security.** The solution gives KnowledgeTree virtually unlimited scalability while providing robust data integrity. The rBuilder tools allow KnowledgeTree to incrementally build out its applications and then distribute them on the Amazon EC2 platform when ready. The company can increase the number of rPath Linux-based appliances available to users when service traffic is high. The scaling of virtual appliances is entirely transparent to users and takes a matter of minutes to complete. New customers can be brought online in only a couple of hours.

### About rPath

rBuilder® and the rPath Lifecycle Management Platform™ automate the creation, configuration, management and maintenance of application images for virtualized and cloud computing environments. By producing application images that

are optimized for any hypervisor, rPath frees the application from the underlying hardware, and enables a more efficient, lower cost model for development, deployment and support. rPath's end-to-end technology simplifies the entire range of lifecycle management activities for application images, while promoting scalability in response to dynamic demand. rPath is headquartered in Raleigh, NC.

### About Amazon

Amazon Elastic Compute Cloud (Amazon EC2) is a web service that provides resizable compute capacity in the cloud. It is designed to make web-scale computing easier for developers. Just as Amazon Simple Storage Service (Amazon S3) enables storage in the cloud, Amazon EC2 enables “compute” in the cloud. Amazon EC2's simple web service interface allows you to obtain and configure capacity with minimal friction. It reduces the time required to obtain and boot new server instances to minutes, allowing you to quickly scale capacity as your computing requirements change. Amazon EC2 changes the economics of computing by allowing you to pay only for capacity that you actually use. For more information visit [aws.amazon.com](http://aws.amazon.com).

### About KnowledgeTree

KnowledgeTree's vision is to make document management simple. With no vendor lock-in and with source code readily available, KnowledgeTree provides a more flexible, easy to use, and cost effective alternative to proprietary document management applications. The application's focus on ease of use and strong Microsoft Windows and Office integration tool set have made it a compelling, high-value document management solution for all organizations. The web-based and AJAX-enabled application is built on the popular open source LAMP (Apache/MySQL/PHP) stack and a community edition is released under the GPLv3. Commercial editions are available as single-click installers for Microsoft Windows and Linux, a software appliance and a Software as a Service application running on the Amazon Elastic Compute Cloud (Amazon EC2). For more information visit [www.knowledgetree.com](http://www.knowledgetree.com).

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