



PARTNER CASE STUDY: Border Office Supplies & Systems

KEY FACTS



Industry:

Office Supplies and Systems

Location:

United Kingdom

Contact:

Themis Hemley,
Head of the IT Support team

www.borderoffice.co.uk

Border Office Supplies and Systems is a UK business based in Hereford in the South-West of England. Since 1989 it has supplied a wide range of office supplies to UK businesses – from A4 copier paper to IT services and installation – as part of its strategy to deliver a range of office supplies to support today's changing workforce.

THE CHALLENGE

Themis Hemley is head of Border Office Supplies' IT Support team, which is responsible for both responding to customer support calls and managing the internal IT infrastructure.

In 2014, Themis began to investigate possible backup solutions that would be suitable for the business's own internal backup and recovery procedures as well as offering the potential to support Border Office Supplies customers' infrastructures.

Given the changing nature of IT and the move to greater virtualization by many of Border Office Supplies' customers, it was important that any backup technology Themis chose could support virtualized environments.

THE SOLUTION

Themis was initially drawn to the Altaro solution, VM Backup, because it offers reliable backups, is easy to manage and enables quick restores. Altaro offers users the opportunity to try the software as a free trial with unlimited VMs for 30 days. After 30 days, users can backup and recover 2 VMs for free, forever.

This 'freemium' model offered Themis a great opportunity to test out Altaro VM backup for himself. He says:

"I really liked the easy restores and the sandbox feature is great."

THE BENEFITS

Themis is already feeling the benefits of deploying Altaro VM Backup. He says:

"The Altaro solution is completely scalable. It supports a range of environments, including both Microsoft Hyper-V environments and VMware environments. With the WAN backup functionality, I have the ability to do autonomous backup without end user intervention. This is one clear way the Altaro VM Backup solution makes life easier for both me and our customers."

Altaro VM Backup is designed to make both backup and restore easy. Its sandbox feature enables users to run restore tests in an isolated testing environment away from their live system. This makes it easy for users to test the integrity of their backups and helps to ensure peace of mind.

"The backups are very fast with Altaro. After testing it for myself, I realised that I needed the Altaro VM Backup solution. It became clear to me that Altaro VM Backup is a solution that would help me to support our customers."

As well as finding the solution intuitive, full-featured and very effective technically, Themis has also been impressed with the outstanding support Altaro provides.

"Altaro is different to other vendors because it is always updating and innovating new ideas based on end-user feedback. It is great to have such responsive support and to feel part of the product's development path."

You might think that such a full-featured solution would come with a hefty price tag, but here again Themis has been impressed:

"Altaro's pricing model is very competitive. Altaro VM Backup is the right product for the right price."

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