



PARTNER CASE STUDY: Genatec Business Solutions

KEY FACTS



Industry:

IT Service Provider

Location:

Quebec

Contact:

Domenico Cerrone,
Director of IT at Genatec

www.genatec.com/en

Genatec Business Solutions is based in the Montreal borough of Saint-Laurent in Quebec, Canada. It delivers IT services and business solutions consultancy services. It aims to build long-lasting profitable relationships with its customers and support their business growth through cutting-edge technology.

Genatec offers a range of managed services, cloud, virtualization and network security solutions and backup and storage is an important part of its offering.

THE CHALLENGE

In 2014, Genatec Business Solutions began a search for a backup technology partner in order to offer effective backup solutions to its customers. In particular, the Genatec team was keen to find a backup solution that would work across multiple platforms.

Director of IT at Genatec, Domenico Cerrone, explains why Genatec initially considered Altaro as a potential solution to include in its portfolio.

"We began to research potential backup solution providers online," says Domenico, "and we were impressed by the product testimonials we found on the Altaro site. Knowing that Altaro worked across multiple platforms also fulfilled a fundamental requirement for us."

THE SOLUTION

Genatec took advantage of Altaro's 30-day free trial offer. Following internal testing procedures, Domenico and the rest of the Genatec team were convinced that Altaro VM Backup should be included in Genatec's product portfolio.

"Altaro is different to other vendors we've worked with because of its straight-forward approach to support. We have been impressed with the support we have received from the Altaro team. However, it is Altaro VM Backup's central management console and the consistency of the product that really commended the product to us."

THE BENEFITS

As well as meeting the immediate requirements for a backup solution that could work across multiple platforms, the Genatec team has found Altaro's pricing very competitive.

The team has already received great feedback from customers using the solution, as Domenico explains:

"One of our clients had issues with backups and controlling logs and materials across multiple locations."

Altaro VM Backup gives users a single intuitive management console from which to manage and access all backup jobs. From here, users can manage backup and restore processes for both Hyper-V and VMware environments with complete scalability – from single VMs to large-scale clusters.

The software supports Exchange Server, SQL VMs and a wide range of backup media and is a great choice for anyone wanting to backup Microsoft or VMware virtual machines reliably, easily and affordably. It offers:

- Automated data verification for peace of mind
- Flexible backup destinations
- The option to queue backup and restore jobs
- Remote management, and
- The power and granularity needed to restore your virtual environments rapidly

Using Altaro VM Backup they were able to centralize their backup application and the process became much more efficient. The managers were happy because the staff was a lot more productive."

Domenico concludes:

"As well as generating a new source of revenue for us, being able to recommend a tool that we know makes our customers happier is brilliant."

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