VM BACKUP
Hyper-V | VMware

PARTNER CASE STUDY: PC Comms Ltd

KEY FACTS

PC Comms
Making computers work for you!

Industry:
IT Support Provider

Location:
United Kingdom

Number of Employees:
1-10

Contact:
Harley Brown,
Managing Director
at PC Comms Ltd

www.pccomms.net

PC Comms Ltd is based in Bridgwater, Somerset in the United Kingdom. It delivers IT support, services and strategy for businesses throughout Somerset and the South West. The company strives to deliver an outstanding customer service, and add value by providing a complete service that can gives any business that competitive edge.

THE CHALLENGE

PC Comms offers their hosted ERP platform and Remote Management and Monitoring (RMM) system, which they use to monitor, track and manage every aspect of a businesses' IT assets and requirements.

According to Harley Brown, Managing Director at PC Comms Ltd, reliability was the most crucial factor they were looking for in a backup solution. Harley explains what led them to consider Altaro in their portfolio.

"We stumbled across the Hyper-V blogs and found them very useful," says Harley, *"Altaro knew what they were talking about and it didn't take us long before we were testing it out on our servers. At the time, we were moving more and more clients to virtual environments, so the free version for two VMs allowed us to prove to our customers that this solution worked and was reliable."*

THE SOLUTION

Altaro VM Backup proved to be exactly what PC Comms were looking for in a backup solution provider.

"We were really impressed from the start."

Elaborating further, Harley explains that what stood out most in Altaro compared to other vendors was the expertise and dedication of the support team, as well as the pricing model offered.

"We are really pleased with the level and responsiveness of the support offered, plus it's very competitive and simple to use."

THE BENEFITS

The trust PC Comms placed in Altaro's support team paid off right from the start, when we were asked to step in and resolve certain issues that arose due to the legacy systems which caused the hosts to lock up and VMs to stop working properly.

"When we finally switched to Altaro, their support team was able to resolve the issue for us, something which we had been struggled with for a long time under the previous provider."

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