



## PARTNER CASE STUDY: Québecom

### KEY FACTS



**Industry:**

IT services

**Location:**

Sherbrooke (QC), Canada

**Contact:**

Alexandre Grenier

[quebecom.qc.ca](http://quebecom.qc.ca)

Québécom is a company based in Sherbrooke, Canada. More than 15 years of experience in delivering IT services make it a solid, accomplished and reliable company. Québecom is aimed at both commercial and individual customers, owning also a stationary computer store in Sherbrooke. The company delivers personalised, quality IT solutions as well as complete and flexible web development services.

### THE CHALLENGE

Québécom provides comprehensive IT services, laying emphasis on flexibility, efficiency and availability. What the company expected the most from a backup software was an immediate, responsive customer service.

Alexandre Grenier recalls the moment when they realized they sought more efficient solution than they had had before. It was when they received a quote for a renewal of 3 licences for 3 servers - that was the time they particularly needed a reliable support.

## THE SOLUTION

Québécom found VM Backup to be salutary especially in terms of the customer service.

*"I can easily create a chat session and fix issues in minutes; with a different vendor, I would usually have to create an online ticket and wait much longer,"* says Alexandre Grenier.

With VM Backup everything turned out to be easier - whether it comes to the purchase of a new licence or simply making an inquiry.

*"Every time I asked for a trial I received a 3 month key in the same day and that helped me conclude a few deals,"* Grenier adds.

## THE BENEFITS

What Québécom found to be beneficial was also a cloud portal destined to manage all clients in one simple dashboard.

*"Stress-free backup solution with cloud dashboard and easy set-up of an offsite backup server,"*

Alexandre Grenier summarises briefly core VM Backup values.

What also differentiates the Altaro solution is that it offers one license per host, not one license per physical processor per host as usual.

*"With new updates Altaro simply turned out to be a better fit for our needs."*

**DOWNLOAD YOUR 30-DAY TRIAL HERE: [www.altaro.com/download](http://www.altaro.com/download)**

# ALTARO

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