



PARTNER CASE STUDY: Resolve IT

KEY FACTS



Industry:

IT

Location:

Springfield (MO), USA

Contact:

Ben Petersen,
Co-founder at Resolve IT

resolveitcomputers.com

Resolve IT Computers is a computer repair and network management IT service company in Springfield, Missouri. A key factor of Resolve IT Computer's service is that it is provided on-site so that its customers can conveniently handle all their problems without going to the shops.

THE CHALLENGE

Co-founder Ben Petersen explains how various clients of Resolve IT Computers use virtual servers and Resolve IT's backup solutions at the time were not fully bankable.

"Other backup solutions were complicated and expensive. Altaro was super easy to install and maintain," he said.

Resolve IT had tried other solutions in the past but they always ran into trouble with them, and always ended up changing them.

THE SOLUTION

According to Mr Petersen, Altaro gave Resolve IT its confidence back in providing backup solutions for their clients:

"Altaro solved the problem of central management with their Cloud Management Console. The agents are easy to deploy to any system from the local management console."

In fact, Altaro "absolutely saved" one of Resolve IT's largest clients when one of their production servers went down, losing one of its VHDs which Altaro managed to smoothly recover and restore full functionality in no time at all. The client hardly remembered the incident.

THE BENEFITS

Mr Petersen held that "Altaro has flexible and straightforward licensing" which is easy to understand.

When it comes to its pricing value, Mr Petersen commented that,

"Altaro has a very competitive pricing model that doesn't try to nickel and dime different OS environments or make scaling difficult."

Altaro is also adept at providing efficient customer service. Mr Petersen stated that,

"Altaro's support is better than most software I have ever used. They integrate chat into everything and the techs are very responsive and knowledgeable."

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