



## CUSTOMER CASE STUDY: Tax Edge, Inc.

### KEY FACTS



**Company name:**

Tax Edge, Inc.

**Location:**

Colorado, USA

**Industry:**

Accounting

**Hypervisor used:**

Hyper-V

**Interviewee:**



Jeff Baber,  
Sr. Systems Engineer

[taxedge365.com](http://taxedge365.com)

### COLORADO TAX FIRM IS READY FOR ANY DATA LOSS EVENTUALITY THANKS TO ALTARO VM BACKUP

With an aging IT infrastructure and a backup technology unable to keep up the pace, US tax and accounting firm Tax Edge's client data was at maximum risk. After the company's third acquisition in 2019, Sr. Systems Engineer, Jeff Baber knew he had to do something, and fast. Virtualization supported by Altaro VM Backup was the answer – and it surpassed his expectations.

*"It simply just works! Extremely fast backups, offsite backups that are easy to set up, and you can back up with longer retention periods! Altaro is full of advanced features that are just so easy to use,"* Jeff said. *"Having multiple backups is a must and Altaro VM Backup does this for us."*

### AN ANTIDOTE TO PAIN

This is far cry from when the company started feeling the pain of lousy backup technology and a deteriorating IT infrastructure.

*"I had a real mess on my hands,"* Jeff recalls about the time before he deployed Altaro VM Backup. *"Our backup software which had served us well for a decade was struggling with the amount of data we had after a third company acquisition – 900GB and growing. Our own infrastructure was aging, and the servers were out of date. The technology I inherited after the last acquisition could only be described as garbage."*

He explains how the situation looked pretty desperate at the time: *“I was on the verge of getting a bunch of new servers and rebuilding everything. I considered virtual machines as an option, but I hated the idea of putting all my servers on one host.”*

However, Jeff was impressed with the versatility, reliability and ease with which he could run his servers on Hyper-V and replicate those VMs. After upgrading the operating system and servers, Jeff deployed his virtual machines and started a trial of Altaro VM Backup.

This proved the answer to his problems.

## **ALTARO PROVES A GAME-CHANGER**

Deploying Altaro VM Backup was a breeze. The software immediately saw the firm’s VMs and Jeff set Altaro VM Backup to back up one of the smaller accounting servers.

*“I watched it kick-off on schedule and left the office. Before I got home, I received an email from the Altaro console that it had already completed a backup, and not just the data, but the entire server! I was amazed. It would have taken several hours using our previous software.”*

Jeff added the rest of the VMs to the backup schedule and set one-week retention. That soon became three weeks and with ample backup storage space to spare. By setting an incremental backup every four hours, Jeff is able to get two midday backups as well.

*“Offsite backup storage is reliable and works well with data deduplication and compression. It doesn’t take long to get a backup off site.”*

## **CONFIDENCE THAT BACKUPS ARE RELIABLE**

Jeff continues to share why he is so satisfied with this virtual machine backup and recovery solution: *“Altaro VM Backup can verify my backups and their functionality in a sand box. Even on a granular level with a single file restore, I can restore a file with ease. Altaro VM Backup emails me every day with a full report of the backups and stats. The solution’s Cloud Management Console enables me to check on the backups when I’m not in the office.”*

## **DISASTER RECOVERY READINESS**

Tax Edge cannot afford to slip up when it comes to data protection and reliable backups. A data incident means loss of precious data and lost business.

*“Many companies do nothing. We need to be ready for any eventuality - whether it be a failed server, a failed backup, malware, theft, or natural disaster. One data incident could mean our clients do not receive their payroll, or taxes, which means we lose clients,”* Jeff stresses.

*“Poor backups could mean data loss and longer rebuild time, if at all. Clients trust us to safeguard their data and not having good backups in place is a recipe for disaster. We safeguard our backups with encryption. With Altaro I am confident that our backups are reliable, tested and can be restored with ease,”* Jeff explained.

## INSTANT 24/7 SUPPORT

Jeff is impressed by Altaro's immediate, always-on support and the many resources available:

*"Altaro tech support has been more than helpful during deployment. I am constantly given training material and they also respond quickly whereas with any other vendor I'd have been lucky to get a reply in 2 to 3 days."*

## EXPECTATIONS SURPASSED: LONGER RETENTION PERIODS, FASTER BACKUP TIMES

Jeff states that Altaro VM Backup surpassed their other backup solution in several ways - a better retention policy, longer retention periods, faster backup times, and reliable backups each time.

Thanks to Altaro's Augmented Data Deduplication, the company made storage savings.

*"As far as cost savings, I've probably saved quite a few thousand dollars because I didn't have to upgrade some of the existing equipment and storage arrays."*

## ABOUT ALTARO

Altaro is a fast-growing developer of easy-to-use backup solutions for managed service providers (MSPs), IT resellers and IT departments. It specializes in backup for virtualized and cloud environments, providing affordable enterprise-class functionality while avoiding unnecessary features that add cost and undue complexity. With 50,000+ customers worldwide, 10,000+ partners globally and 2,000+ MSPs to date, the company's flagship solution is Altaro VM Backup, which has gained traction as the natural choice for Hyper-V and VMware backup and replication. Altaro also provides a solution to back up and restore Office 365 mailboxes, Altaro Office 365 Backup. Both are also available as monthly subscription programs for MSPs.

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

# ALTARO

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