



PARTNER CASE STUDY: vbt IT solutions

KEY FACTS



Company name:

vbt IT solutions

Location:

Ireland

Industry:

Managed Service Provider (MSP)

Interviewee:



Alan Clarke,
vbt's Sales Director

www.vbt.ie

MSP SAVES 81.9% IN STORAGE SPACE FOR ITS CUSTOMERS THROUGH ALTARO'S AUGMENTED INLINE DEDUPLICATION

Thanks to Altaro VM Backup's Augmented Inline Deduplication, the customers of vbt IT solutions - an MSP in Co Wicklow, Ireland - are seeing significant savings in backup storage. In one month of usage alone, vbt recorded 81.9% savings in storage space, with 42% storage space savings for offsite copies.

"This is hugely significant when it comes to per TB savings for the customer," states Alan Clarke, vbt's Sales Director.

vbt is a dedicated IT solutions provider that designs and implements Cloud, Network and Managed Services Solutions for Irish corporate markets and small and mid-sized enterprises. Its mission is to build lasting business partnerships delivered through a first-class service, and at best value market prices.

CRITICAL RESTORE IN UNDER 15 MINUTES INSTEAD OF AN ALL-NIGHTER

Alan describes a recent example when the product came into its own.

"One large customer had a critical SQL server that required essential Windows updates. We took an Altaro backup before installing the updates. Upon reboot the server failed to respond, stuck in the dreaded 'Windows is undoing changes' scenario," he recalls.

“Under severe time pressure to get the server back into production, we simply restored the C:Virtual Hard Drive and the customer was up and running again in under 15 minutes. If we had used Hyper-V snapshots we would have had to wind back the database and logs drives for SQL. This would likely have entailed an all-nighter to get the server back into production. But in this instance alone, Altaro paid for itself - both for the customer and vbt,” Alan affirms with a smile.

CENTRAL, MULTITENANT ONLINE MANAGEMENT CONSOLE

As vbt has elected to support their customer backups as part of their Managed Services portfolio, they find it greatly convenient to do so directly from Altaro’s centralized Cloud Management Console (CMC). This is a multi-tenant online management platform that provides a single pane of glass view, enabling vbt to check the status of all its customers’ VMs.

BOOT FROM BACKUP

vbt were immediately impressed with Boot from Backup feature that allowed users to instantly boot their Hyper-V and VMware VMs from backup without affecting backup integrity, assuring quick recovery of VM Infrastructures. vbt noted that booting the VM from Altaro VM Backup without full restore would help users to directly access VM without much downtime and without losing any changes when the chips are down!

A TRUSTWORTHY PRODUCT

Looking back to how vbt first selected Altaro VM Backup, Alan says the company had been looking for a new platform to offer a full backup and disaster recovery (DR) service to customers that was cost-effective, simple to use and offered full image backups.

Armed with these key enablement criteria, Alan explains more: *“We were looking for a product that we could trust and recommend where simplicity and effectiveness go hand in hand.”*

In particular, vbt had often seen their customers struggle over having to successfully identify and select files and folders.

“Our customers are frequently SMBs without dedicated IT resources, so we wanted to put in place for them an all-encompassing, set and forget backup solution that gave full image backups rather than file backups that relied on manual selection. And with full image backups enabled, we would have the surety to know that Disaster Recovery was also enabled,” Alan explains.

He recalls how, very early on, vbt saw just how easy it was to take a quick backup with Altaro VM Backup before making changes or installing updates – an extra insurance policy ahead of maintenance windows or adding/changing the VM estate – that allows customers to seamlessly revert if something doesn’t go to plan.

THERE’S NO CATCH!

Reviewing vbt’s use of Altaro VM Backup to date, and Altaro’s handy, no commitment ‘pay per VM per month’ model for MSPs, Alan concludes:

“We were looking for the catch but we haven’t yet found it. It just does the job. It’s easy to use and when we do get stuck, the excellent live chat support resolves problems fast and in a straightforward manner.”

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 40,000+ customers worldwide, 9,000 partners globally and 1,200 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

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