



PARTNER CASE STUDY: Datahal

KEY FACTS



Company name:

Datahal

Location:

Canton, CT

Industry:

Managed Service Provider (MSP)

Interviewee:



Iassic Languell,
Datahal's Network
Operations Manager

www.datahal.com

MSP SAVES OVER 40TB IN STORAGE SPACE FOR ITS CUSTOMERS THROUGH ALTARO'S AUGMENTED INLINE DEDUPLICATION TECHNOLOGY

An Altaro Partner has saved over 40TB in storage space for their customers since they started using Altaro's Augmented Inline Deduplication technology.

Iassic Languell, Network Operations Manager at Datahal, a Connecticut-based MSP, explained: *"Through the use of Altaro's Augmented Inline Deduplication technology we were able to save a considerable amount of storage space and get a longer retention period with minimal impact to the storage location."*

They have used the more aggressive GFS (Grandfather, Father, Son) retention policy internally and for their clients with great success.

"The fact that we can keep 12 weeks of current backups, 12 months of archives for a total of two years in the same space that we'd be keeping two weeks of traditional backups is astonishing. Our old backup software would keep two weeks of data in about 4TB of space where our Altaro GFS backups are up to the 12-week mark using just under 1TB in total."

Datahal was founded in 2001 with the mission of providing enterprise class computing services for homeowners and small to medium-sized businesses. Its diverse group of clients range from biotech and medical to software, hosting, web development and automated systems.

NO DISRUPTION DURING THUNDERSTORM THANKS TO ALTARO

lassic describes how Altaro proved its worth when Datahal's infrastructure took several knocks during a spell of bad weather.

"A thunderstorm came through and killed our modem at our office building as well as taking out a port on our firewall and killing a switch. We host a few virtual machines at the office for internal use which were no longer accessible. We were able to use our off-site backups that were being sent to our datacentre, restore a clone and get those VMs back up and running in a short amount of time. There have been issues in the past where the office had lost Internet access but had no real way to spin up a live replicate or restore quickly from an off-site," he explained.

SUPERIOR 24/7 SUPPORT, DIRECT FROM PRODUCT EXPERTS

Altaro prides itself on providing 24/7 lightning-fast customer support, with an average call response of 22 seconds and with support provided by product experts from the start, without going through 'gatekeepers' or entry-level responders first. This elevates the quality of response and reduces the time it takes to resolve the product.

According to lassic, the quality of support puts Altaro well out in front of the pack.

"The support (both phone support and chat support) are far superior in the sense that you get a live person quickly and the majority of the staff is very familiar with the product and its intricacies. With

some other vendors, we would get stuck in perpetual loop of explaining the problem to one tech, they would play around for 15 minutes, then pass it along to the next tech. Quite literally every issue we've ran into with Altaro has been resolved quickly and effectively."

TOPPING THE TECHNICAL EVALUATION

lassic said they stumbled across Altaro when they were looking at different backup software solutions.

"We were looking for a robust, easy to use backup solution to provide both on-site and off-site backups with the ability to spin up a VM in our datacentre with relative ease... [and] for a way to provide a DRaaS (Disaster Recovery as a Service) solution for our customers, when we stumbled upon Altaro."

Altaro's VM Backup for MSPs filled a gap in their backup solution portfolio and came at an excellent price point.

"While we realize that the majority of products like Altaro use their own proprietary dataset storage and form of de-dup, Altaro's seemed to give the best bang for the buck while getting two solutions for the price of one," lassic said.

"The client gets to use a new advanced backup software that allows them spin up virtual machines as clones, spin up from backup media or spin up from a replicate if they so desire, but they also get the ability to send their data offsite."

IDEAL FOR CUSTOMERS IN RURAL AREAS

Sending data offsite is key factor in that it saved Datahal time and greatly benefited their clients.

“Having the ability to seed the offsite backup to an external location and import it into the Altaro Office Server saves us a bunch of time because the majority of clients have limited upload bandwidth. Being located in a semi-rural area of Connecticut, the need for off-site backup and potential hosting in the case of disaster gives us a competitive edge when it comes to backup solutions offered by other vendors in the area,” lassic added.

The product ticked all the right boxes for them, and they knew it was the right solution when they realised it provided “the ability to use the Altaro Offsite Server for a DRaaS solution both internally and for our clients”.

Another bonus was that “in addition to the DRaaS possibilities, there is no additional licensing fee for using the Altaro offsite server.”

BANG FOR THE BUCK, BUT SO MUCH MORE

What made Altaro stand out among the competition? According to lassic, there were several reasons that influenced their decision to go with Altaro: *“Looking at other solutions that could do the same things, the price tag really enticed us to use Altaro. Other solutions like Veeam, Unitrends or Datto, cost a considerable amount more.”*

Other vendors’ hardware requirements posed a problem as well.

“Furthermore, Datto requires a physical appliance to get the same kind of functionality and Unitrends requires you to utilize valuable HDD space to run an appliance if you don’t opt to purchase a dedicated appliance,” lassic added.

In terms of pricing, lassic said some clients found it steep before they recognised its value or became aware of competing pricing: *“As a team, we think the initial pricing is a bit of a shock for some clients (those who have never used some of the other big competitors out there), but SMA renewal is minimal while keeping full functionality and full support.”*

Ultimately, Altaro’s value proposition tipped the scales and is probably the strongest reason why Datahal recommend Altaro.

“The feature-set for the price; hands down you can’t get all the functionality that Altaro gives you for same price from any of the other competitors out there.”

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

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