



PARTNER CASE STUDY: Intelligent Technologies, Inc

KEY FACTS



Industry:

ERP, Cloud & Networking
Experts

Location:

North Carolina, USA

Contact:

Brent Quick, Networking &
Infrastructure Consultant

www.inteltech.com

Intelligent Technologies Inc. is an IT consultancy based in Greensboro, North Carolina. It specialises in project management, customisation, integration and ongoing training and support with particular expertise in ERP, CRM, cloud and networking solutions. Been in business for 25 years, partnerships with Microsoft, Acumatica, Cisco, Meraki, HPE & Aruba. As part of an integrated solution approach, and to ensure its own highest levels of customer service, backup is a vital part of Intelligent Technologies' portfolio.

THE CHALLENGE

Intelligent Technologies had been using another product for the backup of its client's servers, but the Intelligent Technologies team were becoming increasingly unhappy with it. When a pricing change by that vendor required customers to use its datacenter as the offsite repository, Intelligent Technologies felt the tipping point had been reached and began to look for alternatives.

Many of Intelligent Technologies' clients are SMBs for whom VMware is an expensive option for virtualisation and have therefore chosen to use Microsoft Hyper-V. Since Altaro VM Backup is primarily focused on Microsoft Hyper-V Server, as well as the VMware ESXi/vCenter/vSphere, it was an obvious option.

Brent Quick, Networking & Infrastructure Consultant at Intelligent Technologies explains:

"I proposed we do a Proof of Concept with a couple of clients and got the green light. Once we had proven the solution and gotten to know it, we decided that we could convert to Altaro for all our off-site backup clients."

THE SOLUTION

Brent says of the solution:

“Since Altaro offers a tiered model of local backup and off-site backup we can provide a very economical solution that checks all the required boxes: quick recovery for simple mistakes or minor issues, but full environmental recovery in case of a real disaster.”

In particular, the Intelligent Technologies team has been pleased with the way the Altaro solution has enabled its clients to:

- Self-service most requests,
- Have visibility of data that is off-site,
- Support encryption, and
- Depend on availability in case of a real disaster.

“Altaro is cost-competitive, high quality and feature-rich backup solution for on-premise and off-site, with a single interface for the client to see all the backup information both on- and off-site.”

THE BENEFITS

The Intelligent Technologies team has been very impressed with the quality of the Altaro solution.

“We have not had any churn in the clients on Altaro, which says a lot for the product. We have been selling and using it for more than a year, and have converted clients from other products without any issues, and have never had to tell someone we cannot get something back when they have requested it.”

In addition, Brent has been extremely impressed with the service and support he has received from the Altaro team.

“Altaro has been exceedingly accessible, including channel management, backend support, and executives. We also like the way Altaro aggressively drives forward with product development, particularly into supporting multiple hypervisors and management models appropriate to MSP.”

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