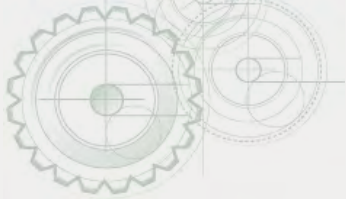




CUSTOMER CASE STUDY: UptimeByDesign

KEY FACTS

UPTIMEBYDESIGN



Industry:

IT Managed Services

Location:

Dallas (TX), USA

Contact:

Mike Goodwin

US-based IT management company UptimeByDesign made the change to Altaro when they found themselves in need of a cost-effective virtual backup solution that could fit the scale of their operations. Altaro provided this and more, with fully reliable backups, regular product feature updates, and a rapid customer service.

THE CHALLENGE

UptimeByDesign began searching for backup and migration software after the product they had previously relied on no longer worked for them. Prioritising price point, and ease of set-up, UptimeByDesign were looking for a perfect match with the scale of their business, and ultimately chose Altaro from a host of competitors.

THE SOLUTION

After a frustrating and fruitless series of trials with products from other firms, UptimeByDesign found Altaro and were immediately attracted by both the price, and compatibility with the requirements of their business.

The transition was simple, as Mike Goodwin explains:

“When it installed in minutes, backed up and restored data... I stopped looking and purchased.”

Describing Altaro's pricing model as "superior", Goodwin also foresees Altaro continuing to match his company's needs.

"The product features have grown rapidly since I started using it, and I anticipate even more functionality in the future."

THE BENEFITS

Altaro provided a solid, simple backup solution that the firm could truly depend on; and provided an at-rest encryption option as a bonus, "something many of the 'big names' didn't at the time." Mike Goodwin adds.

The switch to Altaro also came with rapid and attentive customer service, which Mike describes as "pleasure to work with" as well as "nimble and responsive."

Further benefits came in the form of flawless restores:

"We had a 100% success rate in restores. The dedupe and compression of just the incremental changes made the daily (and final) syncs small and fast. It was a huge win for us in this migration."

"Altaro is a solid backup solution at a very nice price point."

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T (UK): +44 (0) 203 397 6280 | T (US): +1 (919) 251 6279
E: info@altaro.com | www.altaro.com



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