

From Exchange Databases to Bare Metal:

Denver IT Solutions Provider Delivers Complete Backups with Only 1 Cloud Platform

Overview

The Problem

InfoSys Inc. found that their current online backup provider did not make backups of their customers' Exchange Server databases. The backup service they provided was incomplete...with no sign of improvement.

The Solution

InfoSys sought a replacement backup provider. The old one even helped point the way to Infrascale when Lance asked for an alternative! After discovering that Infrascale Backup included Bare Metal Backup among its service capabilities, they signed a partner agreement.

The Result

The Infrascale Backup platform now covers all of InfoSys' customers. All servers, all PCs. Exchange databases included. InfoSys is confident that the backups are up-to-date and always available.

MSP Covers 75 Customers' Data with Infrascale

InfoSys, Inc. is an IT solutions provider in the Denver metro area. Since 1996, they've provided businesses with network design & implementation, system maintenance and technical consulting.

One critical service they provide to their 75+ customers is server/systems backup. This came through a third-party provider InfoSys had contracted. They had some issues with reliability, but the backup schedules always cleared up soon after. Not a perfect solution, but it worked. **Until InfoSys found out that the backups themselves were not complete.**

The Problem: Missing Emails

They discovered that the provider was not backing up their customers' Exchange Server databases. It wasn't an oversight; for some reason, the third-party provider could not back up Exchange databases properly. Many InfoSys customers did not have complete, regular backups of their email servers.

Obviously, such an incomplete solution was unacceptable!

They needed a complete backup service to cover all customer servers and PCs. And right away, before anyone encountered a server crash! So InfoSys' Lance Higdon began looking for a new backup provider.

His mandatory requirements included:

- ➔ Complete systems coverage for all customer networks.
- ➔ Reliable backup routine scheduling.
- ➔ A built-in warning system to notify InfoSys if a backup was missed or disrupted.

Optional (but useful) characteristics he looked for:

- ➔ Backup availability for mobile devices.
- ➔ The ability to spin up a new VM quickly, if needed.
- ➔ Integrated additional services, in case the customer wanted to expand beyond backup. For instance, adding a file-sharing capability.





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Lance reviewed several backup providers online. But the terms he found for MSP agreements didn’t appeal to him. Many used nebulous contract terms, or wanted month-by-month agreements. He wanted some long-term reassurance – both that a provider would remain available & reliable for a long time, and that their service unequivocally covered all InfoSys’ backup needs

The Solution: Switch to a Complete Backup System

The search didn’t last long—Lance came across the Infrascale Backup platform almost at once.

“I saw that Infrascale offered bare metal backup. That was a big selling point in my mind. I can go to customers and say, with this backup solution we take regular images of your entire server. If anything ever happens to it, we can restore the data to a new server in minutes.”

Their Exchange Server databases included.

In fact, Infrascale’s Backup platform could easily make complete backups of all 75 customers’ servers. Their system employed double-stage encryption to protect critical files in transit. Plus with unlimited version backups, customers could go back as far as needed if there’s data missing somewhere.

After testing verified that the Infrascale platform worked seamlessly with InfoSys’ existing software & network infrastructure, they signed a partner agreement to cover cloud backup for all 75 customers. And their own!

The Result: Enterprise-Grade Backup Up & Running

From the customer standpoint, it’s business as usual. All servers are now backed up into Infrascale’s cloud platform. Silent, unobtrusive, and complete.

The only real issue InfoSys noted was adapting to a new dashboard. The InfoSys team was used to making the change...but they did have to help each customer adapt to the new tools as well!

(Fortunately, the Infrascale backup routines run independent of user action. Once they had the new software in place, the InfoSys customers simply went back to work.)

At Infosys, Lance now feels a higher level of comfort in his service offerings than he did before. Having a backup provider that’s easy to trust – and fulfills their end of the deal – is critical for their success.

“Backups are something we have to have a trusted resource for. Now I KNOW the backups are there. They’ve got everything covered, from Exchange to bare metal.”

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