VM BACKUP
Hyper-V | VMware

KEY FACTS

PREACTIVE
IT SOLUTIONS

Managed IT Service Provider (MSP)

Industry:
Engineering & Construction

Location:
Houston, Texas and Sugar Land, Texas

Hypervisors supported:
Hyper-V and VMware

Contact:
www.preactiveit.com

Interviewee:

Charles Swihart

TEXAS-BASED MSP COMBATS RANSOMWARE INCIDENTS WITH EASE USING ALTARO VM BACKUP

Preactive IT Solutions, LP recommends Altaro for its straightforward, MSP-friendly pricing model

When two of Preactive IT's customers were struck by ransomware - an email bearing malicious software that threatens to permanently block the victim's access to it unless a ransom is paid - the company knew exactly what to do. Preactive IT was confident that it could tackle the issue with ease, and without the need to pay the attackers a dime - thanks to Altaro VM Backup.

BACK IN PRODUCTION "IN MINUTES" AFTER RANSOMWARE ATTACKS

"On two occasions, we've had users download ransomware," explains Charles Swihart of Preactive IT Solutions, LP. "In both cases, the virus was isolated to one workstation, but it did encrypt all the shared files on the server it could access it. We were able to take the workstation offline and clean it."

Recovering the effected files was a breeze through Altaro VM Backup's instant boot from backup feature that enabled Preactive IT Solutions to boot up the impacted virtual machine (VM) from backup in seconds, allowing users to continue with their work without a hitch while the full restore ran in the background.

"To get the files back, we simply booted directly from the most recent backup that we had taken for our customers, so the server was back in production in minutes."

ALTARO

Founded in 2000, Preactive IT Solutions is a US managed service provider (MSP) located in Houston and Sugar Land, both in Texas. This managed IT services company provides network monitoring, on-site support and help desk services to businesses throughout the Houston area. Preactive IT Solutions also has specialization in providing reliable IT support to engineering, architecture and construction firms in the region.

BUSINESS CONTINUITY THANKS TO ALTARO

The provision of business continuity is one of the company's key selling points. Mr Swihart can cite several occasions when Altaro VM Backup came to the rescue.

"We have had several occasions where Windows updates have killed a server operating system. A simple boot from the night before and we are back and running," he said.

In another example he shared, he said: *"We have a client who runs an obsolete, unsupported application. We have no way to reinstall. We are working with them to replace it, but must support it in the interim. This application just quit working one morning. We copied the current data files from the app, booted from the prior night's Altaro backup, and put the current data in place."*

As simple as that!

A WHOLE NEW WORLD

Mr Swihart says his company was first drawn to Altaro when they started using virtualization. *"We were new to virtualization and were using Windows Server Backup to back up our VMs,"* he recalls. *"We heard about Altaro in a community forum and read up on it. We could see right away this was a whole new world."*

One of the factors that assisted Preactive's decision to go with Altaro was its reasonable pricing. "Some competing products are relatively expensive," Mr Swihart says, adding that the pricing model is also just right for MSPs.

STRAIGHTFORWARD, FLEXIBLE PRICING MODEL

"As an MSP whose server count goes up and down, we really love the flexibility of the monthly subscriptions instead of a long-term license."

To him, Altaro stands out from the competition through its straightforward approach and outstanding support that he describes as "very responsive and knowledgeable support and no nickel-and-diming". He observed: "With some other products, you need to buy add-on options and upgrades to get full functionality."

Yet the single biggest reasons Mr Swihart would recommend Altaro is simple: "Business continuity! Having users productive again in 10 minutes."

ABOUT ALTARO

Altaro is a fast-growing developer of easy-to-use and affordable backup solutions for small and mid-market businesses, featuring enterprise-class features and functionality and specializing in backup for virtualized environments. The company has grown rapidly over the years with the flagship solution Altaro VM Backup, which gained traction as the natural choice for Hyper-V and VMware data recovery.

DOWNLOAD YOUR 30-DAY TRIAL HERE: www.altaro.com/download

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| 3 |