VM BACKUP
Hyper-V | VMware

PARTNER CASE STUDY: Trinitas Technology Group

KEY FACTS

TRINITAS
TECHNOLOGY GROUP

Company name:
Trinitas Technology Group

Location:
Woodstock, GA, USA

Industry:
Several verticals – Medical, Construction, Legal, and others

Interviewees:

Ed Klotz   Patrick Rosenberger

www.TrinitasGroup.net

GEORGIA MSP USES ALTARO VM BACKUP AS A SURE-FIRE REMEDY AGAINST RANSOMWARE ATTACKS
Moved to Altaro from Symantec Backup Exec for peace of mind

The best defense against ransomware is to have a solid backup solution in place so that you can recover the data being held at ransom without paying a cent, MSP Trinitas Technology Group has found.

"A client's network recently encountered ransomware. It was a Wednesday morning and I received a call from the owner who informed me that he was trying to access files on the share drive of the server. He spoke those dreaded words of "the files are all encrypted" and he was unable to open them," recalls Ed Klotz, Co-Founder and Vice Present of Design & Implementation at Trinitas Technology Group.

"Once onsite, we quickly determined which PC the ransomware originated on and removed it from the network. We then restored the file server from the previous day's backup using Altaro VM Backup and the office was up and running in a few hours. The client was worried that the network was going to be down all day, which meant lost revenue. He was completely amazed at how fast the network was back online with full access to the previously encrypted files."

This was one incident out of many where Trinitas has used virtual machine (VM) backup solution Altaro VM Backup to quickly and easily help their clients when they were struck by ransomware attacks.

Based in Woodstock, Georgia, USA, Trinitas is headed by Mr Klotz and Patrick R. Rosenberger, Co-Founder and Vice President of Business Development. It tends to the IT needs of several verticals such as medical, construction, building management, manufacturing and legal, among others

A PRODUCT TO LEAN ON WHEN DISASTER STRIKES

It is crucial for the Trinitas team to know that they can count on Altaro to do its job when their customers experience a disaster. Altaro has proved this to them time and again.

"Altaro has provided a product that is very reliable. It is very easy to implement, and it just works. It doesn't get any simpler than that," he says. "In a disaster recovery scenario, I have full confidence in restoring a backup. We have had to do this a few times for clients that have encountered ransomware and they were back up and running in no time."

Mr Klotz was sold on Altaro VM Backup as soon as he looked into it, when he was facing frustrations with the Symantec backup solution he had been using until then.

"I was pulling my hair out with Symantec (now Veritas) Backup Exec errors," he recalls. "I had a client that just wanted to receive email notifications that the nightly backups were successful – and that was not happening. The backups would never run clean, there was always some type of error. Once I saw the demo for Altaro, I knew that this was the perfect solution for my client."

A RELIABLE SOLUTION THAT "JUST WORKS"

He adds: "We quickly saw that Altaro was a product that was streamlined and it just works. It was easy to install and very easy to set up."

Another compelling factor is Altaro's price point and straightforward pricing model:

"It's a no brainer to get clients to make the transition. The backup industry has so many options available and they appear to be all overpriced. For businesses that have a private cloud / virtual environment, it is hard to justify thousands of dollars a year on a backup solution that may or may not save the day. Licensing is easy as opposed to other competitors that charge for a base license plus additional client licenses and application licenses."

NOT JUST A NUMBER

Altaro is Mr Klotz's VM backup solution of choice and he is satisfied with his decision. He explains:

"It is great to be an Altaro reseller. It is our go-to backup solution for our clients. The difference between Altaro and other vendors is that Trinitas is not just a number. I feel that we are actually business partners that rely on each other. Tech Support has always been great and now that we have been assigned a regional rep, we have a person to lean on to help us (and Altaro) grow even more."

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 40,000+ customers worldwide, 9,000 partners globally and 1,200 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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