CASE STUDY: Automated Cells and Equipment

KEY FACTS

Industry:
Engineering

Location:
United States

Number of Employees:
51-100

Contact:
Charles Claes, Applications Engineer and IT Support

Automated Cells and Equipment is a provider of factory automation and robotics systems for machine tending, dispensing, press load/unload, palletizing, case packing, robotic spray coating, material removal, and material handling. As a FANUC-certified servicing integrator, it offers both custom solutions and a comprehensive line of cost-effective, pre-engineered solutions that can be rapidly deployed.

THE CHALLENGE

In 2013, Automated Cells and Equipment hired a local IT company to update its servers and network.

Charles Claes, Applications Engineer and IT support, at Automated Cells and Equipment explains what happened:

"We went from Server 2008 SBS to Server 2012 with four virtual servers. The proposed backup solution, a canned Windows Server Backup, never seemed to work to my satisfaction. My biggest fear was that if our servers were to crash I'd have nothing to recover with. The firm we hired kind of faded away and I sat here with a non-functioning backup system. It got to the point that I would wake up at night, worrying about it!"

THE SOLUTION

Charles researched the market and identified three major backup software solutions. He already had experience of the market-leader, and this led him to immediately discount it from his shortlist.

"I signed up for two free trials. I started with the solution with the most favorable comments online, but I never got past the setup screens. It wasn't intuitive to use and I couldn't get it installed and running. When I tried to request support, they just directed me to webinars.

Then I tried Altaro VM Backup. It was so simple to install and set up! I did have a few questions along the way and I was always able to get good, straightforward answers from the Altaro support team."

Altaro VM Backup has a highly intuitive user interface that is designed for ease of use. It is a fast and reliable backup solution designed to take the hassle out of backing up Microsoft Hyper-V virtual machines.

THE BENEFITS

For Charles, implementing Altaro VM Backup has meant peace of mind and no more sleepless nights!

"I now know I have a safety net there waiting should I need it. I have done some file recoveries as a test, so I know my way around should the worst happen. But luckily I haven't had to recover a single file yet – and I'd like it to stay that way! However, I now have an easy-to-use, flexible and reliable solution that will enable me to restore what I need to, if I need to. It's a huge relief to feel confident in my backup system."

"The biggest problem for me is that IT is only a small part of my daily responsibilities – I typically spend less than five hours per week maintaining our IT system, so simplicity is key. Altaro hit a home run on that point!"

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