VM BACKUP
Hyper-V | VMware

CASE STUDY: We Provide LDA

KEY FACTS

WE PROVIDE
solutions

Industry:
IT Service Provider

Location:
Portugal

Number of Employees:
1-50

Contact:
Paulo Castro - CEO

We Provide LDA is an innovative IT company, based in Matosinhos in Portugal. It offers a range of tailored enterprise hosting and software development solutions to small and medium-sized businesses, including: dedicated servers; virtual servers; complete virtualization solutions; application, website and database hosting; and custom application development.

THE CHALLENGE

For a hosting and development company such as We Provide LDA, good backup strategies and procedures are an essential part of its business.

CEO of We Provide LDA, Paulo Castro, explains the situation:

"We needed a solution for our backup infrastructure. We have Hyper-V hosts on our domain controller for our VMs and some Hyper-V hosts on our customers' infrastructure.

For us, there are three key requirements of any backup solution:

- *Reasonable price*
- *Reliable performance*
- *Good support.*

With these requirements in mind, we looked for a suitable solution."

THE SOLUTION

"When we discovered Altaro's VM Backup Software, it seemed to answer all our requirements."

Altaro VM Backup is an easy-to-use, fast and reliable backup solution designed to take the hassle out of backing up Microsoft Hyper-V virtual machines. Plus, Altaro has a strong commitment to support, delivering an average phone response within 45 seconds, instant response on live chat and a reply within the hour via email. It prides itself on giving customers direct access to experts who listen, rather than canned responses and links to knowledgebase articles.

Paulo has been very pleased with the support he has received from Altaro:

"We made some enquiries and immediately received a fast and detailed answer from Altaro support, which impressed us."

In addition, Altaro's pricing structure was convincing. Paulo says:

"We realized we could use the free version for our very small customers with just one or two VMs. The versions for customers with more VMs are still very affordable. We quickly realized that Altaro is a company that does things right!"

THE BENEFITS

As well as meeting We Provide LDA's requirements in terms of price, performance and support, the Altaro solution has impressed Paulo with its flexibility and features.

"Altaro VM Backup is feature-rich without compromising on simplicity of use."

"We have been able to run offsite and onsite backups without any complicated configuration and we can run backups online with full notifications. It is really easy to use and flexible enough to cope with all our demands. We are very pleased with it."

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