



PARTNER CASE STUDY: ABILITY IT SERVICES LTD

KEY FACTS



Company name:

Ability IT Services Ltd

Location:

Kingston Upon Hull,
East Yorkshire

Industry:

Information Technology -
Managed Service Provider

Interviewee:



David Atkin,
Technical Director

abilityit.co

ALTARO'S MULTI-TENANT MANAGEMENT CONSOLE MAKES CHECKING AND RESTORING BACKUPS A BREEZE FOR UK MSP

Carrying out checks on customers' servers and having to use different methods to check their backups depending on their software choices was a time-consuming daily challenge for the team at Ability IT Services, a managed service provider in Kingston Upon Hull, UK.

That all changed when the Ability IT Services started using Altaro VM Backup for MSPs, with its highly-rated, multi-tenant functionality that enables centralised backup management across all customers - the Cloud Management Console (CMC).

"With the Altaro CMC we can see the status of all of our clients' backups in one place and it takes us literally seconds to see what's succeeded and what's failed," Ability IT's technical director, David Atkin said.

"We also know from a glance which servers need our attention, and because the error messages are in plain English, we often know why there has been a problem within a few moments."

"Altaro has saved our clients countless occasions over the years. We've used the software to recover single files, partitions or even entire VMs onto new hardware."

MICROSOFT AZURE FOR OFFSITE BACKUPS

The single pane of glass view has considerably reduced the time needed to check customer servers and backups, but that is not the only value Altaro VM Backup is delivering to this MSP.

David explained that it has resolved an issue that customers had regularly pointed out – the hassle of changing local backup drives.

David found that, thanks to Altaro VM Backup's ability to back up to Microsoft Azure, Ability IT Services now had a cost-effective solution to address the burden of customers having to change the local backup drives themselves.

"Our clients have often told us that changing the local backup drives every day/week was a process they found inconvenient and a burden. With Altaro's ability to backup to MS Azure, we've been able to solve this in a cost-effective way," David added.

As a Microsoft Partner, the company tries to utilise Microsoft technology where feasible and when Altaro supported the use of Microsoft Azure as an offsite backup location, "it was an easy decision for us to make to use that feature".

A SAFE AND SECURE LOCATION FOR DATA

David adds: *"It's taken the burden of swapping backup drives away from our clients and we know that the backup data is in a safe and secure location and can be accessed whenever we need them. Furthermore, the process of setting up Altaro VM Backup to use Microsoft Azure as an offsite backup location is very easy. Altaro have done a wonderful job of making the process as simple as it can be and providing good documentation on setting it up."*

MONEY SAVED ON STORAGE COSTS THANKS TO ADVANCED DEDUPLICATION

For their larger clients with considerable storage needs, Altaro has enabled substantial savings in terms of storage space and costs.

"Altaro's Augmented Deduplication and Compression functionality is simply amazing. When we first started using Altaro we questioned if it was successfully backing up as the backup size would in some cases be 60-80% of our source data size. According to our backup storage reports, in December 2019 we had 219.27TB of source data being backed up by Altaro. The actual backup storage space that was used for these backups was 26.25TB. That is a saving of 193.02TB in backup storage for our clients, which is incredible," David added.

"So, in addition to saving our customers money, we also are able to offer greater backup retention than we would if we were using alternate backup software," he said.

RESTORING HYPER-V VMS QUICKLY AND EFFICIENTLY

David said they first encountered Altaro in 2015. They then had a small number of clients with virtual servers, but they quickly found that the backup tools they were using for their physical servers had some limitations when it came to backing up virtual machines efficiently.

"We knew we needed another solution when we had a nightmare of a time trying to restore a Hyper-V virtual machine. The software that we were using at the time was slow and cumbersome. It made us realise that we needed something more efficient and better designed for the task."

"When we started researching backup products, Altaro promised a solution that was powerful, easy to use and affordable. We started a trial and found that Altaro delivered on all its promises. We haven't looked back since," David said.

WHAT MAKES ALTARO THE OPTIMUM CHOICE TO PARTNER WITH?

David identifies three top attributes when it came to choosing Altaro - its outstanding 24/7 support, fair pricing and excellent training.

"The single biggest thing that is different from other vendors we've worked with is the amazing support that Altaro provides for its products. Altaro have probably the best technical support that I have ever encountered with a SaaS product and I do not say that lightly."

"In the rare event that we have an issue that we cannot fix or even if we have a question about the product, then we can rely on their technical support team to be there to help us. Typically, we've found that a question to their online chat gets a response in under 30 seconds. The best part is that there is a real person responding and they know the product inside out. Currently there has never been a problem that the Altaro support team has been unable to help us with," David said.

Altaro's pricing model, with attractive pricing on a per VM per month basis, also fits in with their business perfectly.

"As a managed service provider most of our services are charged monthly. Having the option to charge for our backup solution on a per VM basis just makes sense to us. It also helps that the pricing for Altaro VM Backup is very reasonable."

Ability IT Services also found Altaro's free training program invaluable: *"Altaro also offers a fantastic online training and certification program. It has made it really easy for us to train our engineers on how to use all aspects of Altaro."*

THE SOFTWARE JUST WORKS

The single biggest reason why he would recommend Altaro is because the software just works.

"It's easy to set up, it's easy to manage and it has the best product support that I have ever seen. Having Altaro backing up our VMs helps me sleep at night," David concluded.

ABOUT ALTARO

Altaro develops award-winning backup solutions for managed service providers (MSPs), IT resellers and companies. With 50,000+ customers in 121+ countries, 10,000 partners and 2,000+ MSPs, Altaro provides affordable, easy-to-use, enterprise-class functionality coupled with outstanding 24/7 support. Altaro is a one-stop-shop for backup and recovery, providing solutions for Hyper-V and VMware virtual environments; Microsoft Office 365 mailboxes, OneDrive and SharePoint; roaming and on-premise endpoints such as desktops and laptops; and physical Windows servers. Altaro also offers monthly subscription programs for MSPs, through which MSPs can manage all their different types of backups from one central multi-tenant console, across all their customers.

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

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