VM BACKUP
Hyper-V | VMware

PARTNER CASE STUDY: Bridges Integrity Services

KEY FACTS

BRIDGES
INTEGRITY SERVICES

Industry:
IT Services

Location:
Singapore

Number of Employees:
1-10

Contact:
Rebecca Thio,
Administration and
Customer Manager

www.bis.com.sg

Bridges Integrity Services (BIS) is a business in Singapore that offers a variety of IT services to small- and medium-sized enterprises, including web and app development projects, and office infrastructure setup.

THE CHALLENGE

BIS had been looking for a "reliable Hyper-V virtual machines backup solution that was easy to implement, easy to maintain, and easy to upgrade, without complicated settings."

Rebecca Thio, administration and customer manager, describes how the company began testing some freely available solutions, but when they needed more comprehensive backup, replication and encryption features, it was Altaro that managed to answer their needs.

"I think the greatest challenge of working with other applications is that they usually work great for a while, but after some updates the application starts breaking down. With Altaro, it just works all the way!"

THE SOLUTION

Altaro fit all the requirements that BIS were looking for in a backup solution, namely being "easy on the wallet for small business, free to try, and requiring a simple setup to keep."

But the definitive moment then they realised that Altaro was a keeper, was when they realised that they could restore data from a failed server by simply taking a USB backup disk, connecting it to another physical machine, and run a restore from Altaro.

"We have never had such luck before, until we met Altaro!"

THE BENEFITS

As the BIS team noticed after using Altaro VM Backup for some time, one of the most convenient features is that they can create environments with USB backup which they could simply set-and-forget, until needing further attention.

"Reliability is important for a software to do its job properly."

Rebecca was very impressed by the fact that Altaro VM Backup makes it incredibly easy to fix any issues that may arise:

"The detailed logging and human-readable error messages are extremely helpful to speed up troubleshooting," and "the support team is ready to help whenever there's a problem".

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