

Case Study: help4IT UK.



“Vembu's Backup & DR Solution is a versatile product that constantly evolves with every new release. Installation, setup and operation are all easy and fast. Their pricing is very competitive and is ideal for MSPs like us!”

John Hudson, help4IT UK.

Overview

COMPANY

Help4IT UK,
61 Queen Street,
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www.help4it.co.uk

INDUSTRY

Managed IT Services Provider

CHALLENGES

Providing customized backup services to the needs of a diverse set of customers; Ensuring data restores and turnaround times in data recovery.

SOLUTION

Vembu Service Provider Edition

BENEFITS

- Highly flexible deployment modes supporting multiple platforms
- Reliable data protection technology that assures quick restores
- Multiple restore options that meet specific customer needs for data recovery.

vembu

Help4IT picks Vembu to power its comprehensive data protection service to a diverse clientele

Overview

help4IT is a managed IT Solution provider based in London, UK has partnered with Vembu to offer a comprehensive Managed Online Backup Service to its diverse set of customers.

Company Profile

help4IT is a leading IT support outsourcing specialist providing comprehensive services of a dedicated IT department to small and medium businesses across the UK.

help4IT offers both fully outsourced and regularly scheduled onsite support. It caters to customers from very diverse industries; providing each of them with a customized support plan accommodating their requirements and budget. Their headquarters is based in London with 24 employees; 17 of whom are technicians.

What lead to your partnership with Vembu?

help4IT explored different backup and recovery solutions for offering a comprehensive BU/DR solution and safeguarding their customers' data. We were looking for an evolving product with reliability, simplicity and flexibility. And there being no litmus test for choosing the right solution, we had our share of struggles with data recovery and speed issues.

Since we already had our infrastructure in place, we were looking at hosting our own online backup service and increase our profit margins. We also looked to leverage the infrastructure we had already invested in.

What do you think are the benefits that Vembu's Backup & DR Solution offers to a managed service provider?

Vembu's Backup & DR Solution seemed to fit the bill with its consistent stability and an attractive pricing model not requiring a big investment in the software. And more importantly, we found Vembu to be an actively developing product which is very essential to match pace in the backup software market.

Finally after actively testing Vembu's Solution for data restore, security, speed, etc., we decided to go ahead with it. Vembu's ability to throttle resources (bandwidth) dedicated to the backup process was a big advantage.

How smooth was your installation process?

Deploying Vembu's Backup & DR Solution on help4IT's Data Center went on like a breeze. We had a Windows Server that we used as the Backup Server and where Vembu's Backup & DR solution was deployed.

The Backup Server had a SATA Storage device in RAID configuration and was replicated to our offsite disaster recovery facility to offer additional redundancy to the customers' data.

How does Vembu's Backup & DR Solution fit into your backup service offering?

Our customers come from various verticals and they have very specific requirements in data restore in case of an emergency. The feature set and the reliability of Vembu's Backup & DR Solution has enabled us to achieve and exceed our customers' expectations.

About Vembu

Vembu is a leading provider of a portfolio of software products and cloud services to small and medium businesses for more than a decade. Vembu's vision is to make software and cloud services very affordable for the hundreds & thousands of small and medium businesses worldwide.

Vembu BDR Suite is designed to enable Managed Service Providers (MSPs), Cloud Service Providers (CSPs) and other Service Providers (ISPs and Hosting Providers) to provide backup and DR services to their clients at an affordable cost.

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About help4IT UK

help4IT was founded by a team of IT professionals each with over 18 years IT experience, who share the same values in providing customers with the highest level of technical ability while maintaining focus on customer service. Advances in technology have enabled us to provide more sophisticated services aimed specifically towards driving down IT costs while increasing internal efficiencies.

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