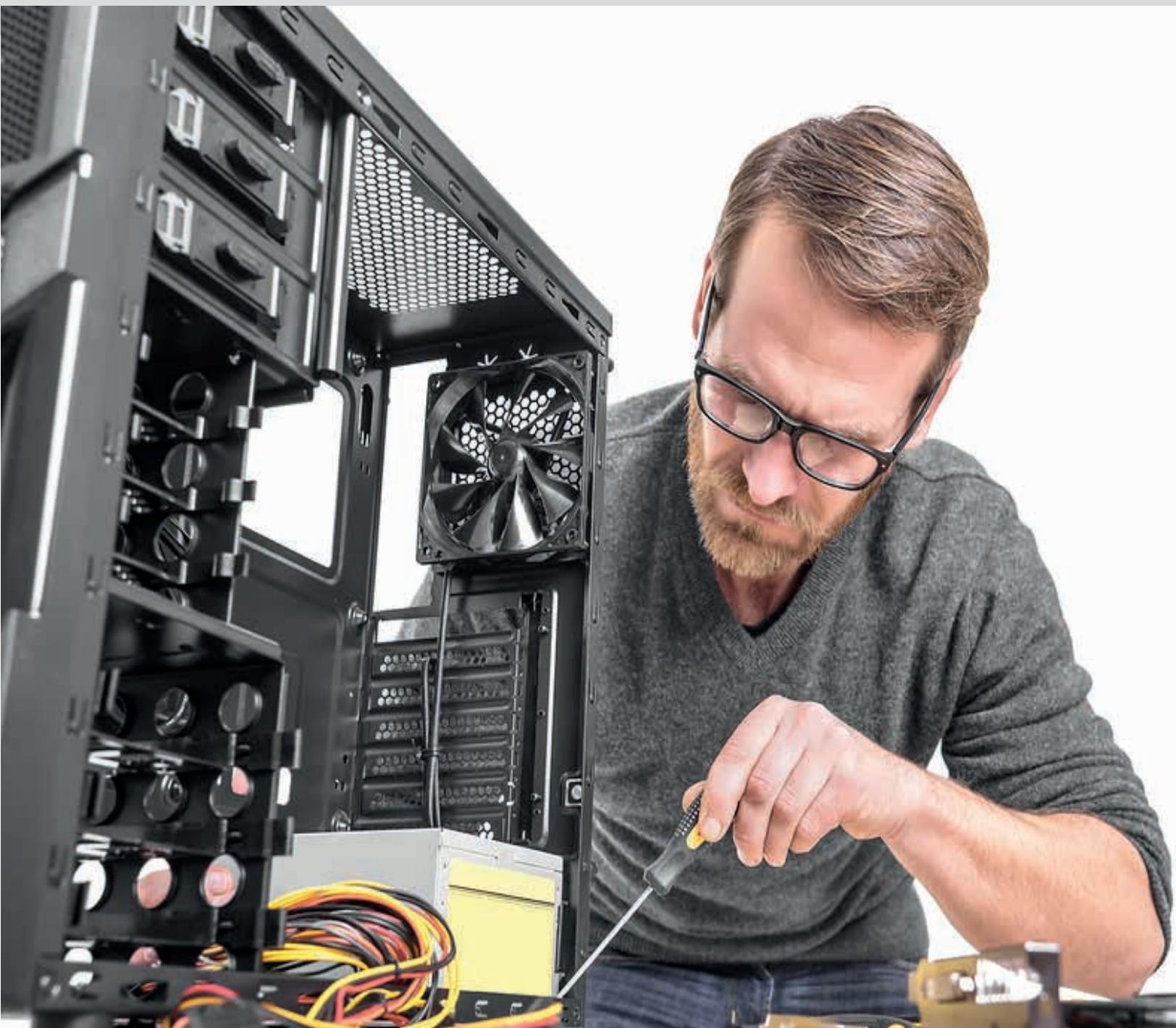


Working with Unitrends - In His Own Words

Technology Success Story | Choice Solutions LLC



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Solution Highlights

Industry | Technology Provider

Protected Platforms:

- Physical Servers
- Desktop Workstations
- Virtualized Servers

Solution

- Unitrends Recovery Series
- Unitrends Backup
- Unitrends Recovery Assurance

Benefits

- Ransomware Protection
- Protection against accidental deletes
- Full disaster recovery capabilities

Customer Profile

Choice Solutions is a technology provider to over 500 mid-sized to large customers in a wide variety of industries across 23 states. Founded in 1985, Choice Solutions' corporate office is located in Kansas City with other locations in Dallas/Fort Worth, St. Louis, Omaha, Des Moines, Cedar Rapids, Houston, and Miami. Martyn Keigher is a Senior Systems Engineer and, having been with Choice Solutions for many years and is the go-to guy for "really-broke" systems. He was very articulate in his description of working with Unitrends, so much so that we will use Keigher's own words for the rest of this story.

The Environment

"As an MSP, we have multiple environments under our management – and the landscape for each is, of course, uniquely different. As expected, they are mostly virtual Windows servers, with a mix of Exchange & SQL. Typically, all our customers have VMWare (vCenter) yet there are some with HyperV, XenServer and somehow – some don't even have ANY virtualization – when we first walk in the door of course!

What Unitrends Solution do you Use

"Mostly, we deploy Unitrends Backup virtual appliances and attach their SAN storage to it. Sometimes, we even present storage via iSCSI to a Synology NAS (that we provide on a case-by-case, if needed, basis), and then – after we get a current internal project finalized – replicate that data offsite to a private cloud of our own.

"As for the physical appliances... LOVE, LOVE, LOVE them!! Nothing better than grabbing one of those babies, racking and stacking it... and then getting the peace of mind and confidence that backups just work!! I personally have been using/supporting/administering Unitrends products for over 8 years... so I have seen most of the makes/models/awesomeness out there!!

What are Your New Customers Using for Backup

"Wow... I may as well read you the Yellow Pages on this one!! In all seriousness though, a LOT. Remember – I'm speaking from an MSP perspective, so we have seen all there is to be seen out there. As backups are so sensitive and important in any environment, you must still appreciate the fact that they are treated differently at different companies depending, usually, on their size. Sometimes when we recommend a replacement, some smaller shops just go with the flow, and we move on. Larger organizations however are very cautious when entertaining the idea of changing backup vendor, because they cannot afford a data loss, and as an MSP coming in, while we do make a point to do backup reviews for them, regardless of their existing solution(s), we try not to encourage a change right away, as we don't want to scare them away.

“

Backups are one thing.
Recoverability is another.

Martyn Keigher
Sr Systems Engineer
Choice Solutions, LLC

”



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What Special Challenges Do you Face

“Again, as an MSP – this is a daily awareness. Think of professional services (project work) as dating, and managed services as ‘marriage’. Due to the extended nature of how an MSP and its customers work together – reporting is CRUCIAL!!! Managed Services is a non-tangible ‘product’ that can cost 1,000’s of dollars a month. Reports are the ONLY way in which we can show, validate and prove our worth. A heavy emphasis on Reporting is placed within our services offering, and Unitrends makes that so easy. Not only do we report on the backups, but we also report on the recoverability, using Unitrends Recovery Assurance.

Why Have you Selected Unitrends

Well, after my 15 years in IT I have not seen any single product come close to what Unitrends can do, singularly. Granted, all backup vendors ‘back-up-data’ (the clue is somewhat in the name ‘backup vendor’), but no other single backup vendor has placed real consideration, research, development, etc. in to the actual RECOVERABILITY of the data that its backing up. Unitrends Recovery Assurance is amazing!!

“While I’m sure I could do some research, and find different vendors that ‘collectively’ do all that Unitrends can do, the amount of work/integration required to make all of that work under a single interface would not be worth my time... especially when I already have Unitrends!!

You had me at ‘Recoverability!’

Is there a Single Recovery Incident that Stands Out

“Wow... I have seen a lot of deleted important files, ransomware, critical system failures... over the years. Still though... in every situation – Unitrends pulled it out of bag and came up with results!! I can honestly say that if the data was still within a retention period, whether on-site or in a hot/cold target, I have managed to get it restored in a realistic time frame.

What Benefits have your Customers Received

“Too many to list for sure. The team has always been there for me when I have needed them. Ranging from support team-members, account managers, to developers and all the way up to the Chief Technology Officer on one clients’ “challenges” we were facing (sadly, that was political, more than technical!) but still... He even came through Kansas City one day to meet me and my team. It was fantastic to spend time with him that day. They genuinely care... and they are genuinely awesome!!

“Backups are one thing. Recoverability is another.”

(Thanks to Martyn Keigher for this write-up!)



Roses are red,
Violets are blue.
Snapshots aren’t backups.
No Disaster Recovery for you!!

Martyn Keigher
Sr Systems Engineer
Choice Solutions, LLC



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