



CloudBerry Managed Backup Service

Computer Options Slashes Costs by 25% after switching from Intronis to CloudBerry Managed Backup

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Brad McDermith, CEO of Computer Options

CUSTOMER PROFILE

Name

Computer Options



Overview

Computer Options was set up in 1997 to provide high quality IT services to small and medium businesses as well as to individuals.

Computer Options' operations are primarily focused on California but they also have clients from Ukraine, Italy and the rest of the US.

The company provides and manages basic, midrange and high-end servers and workstations for clients. The company currently manages 2000 devices of which 1500 are servers.

Products & Services

- Fabrication and sale of various types of servers and workstations
- Managed backup
- Database management
- IT security
- Custom hardware

BACKGROUND

Computer Options was set up in 1997 to provide high quality IT services within California. The company specializes in building and managing various classes of servers and high end workstations for its customers. At present the company manages about 2000 machines of which there are almost 1500 servers that the company backs up.

BUSINESS CHALLENGE

Computer Options was relying on a backup solution by Intronis to manage their cloud backups for its 1500 servers. However, the Intronis solution was plagued by various bugs and issues. “A major production database was backed up using Intronis and when the time came, the solution could not restore it! It was a great disappointment. We had to use our on-site backup that we luckily had to restore data thereby defeating the very purpose of cloud based backup”, Brad McDermith, CEO of Computer Options, said.

After nearly 50 such episodes, Computer Options decided that enough was enough and began to look for an alternative solution. Switching a backup solution with 1500 users is not easy, but the company could not continue using the Intronis solution. “Had we really been relying on Intronis? No. We’d have been screwed,” Brad McDermith added.

The company researched a number of solutions. A key requirement was the need for the new solution to be very easy to deploy to offer great support and be affordable for small and medium sized businesses.

A few solutions were shortlisted, Syncback Pro was one of them. They all were rejected due to their poor user interface, unnecessary complexity or simple inability to meet all requirements of Computer Options' engineers.

SOLUTION

The company decided to use Amazon S3 as its storage option. With its previous cloud storage provider, the level of service was unreliable. “After our experience with Intronis when we didn't not know where exactly our data was stored, we decided to try another system of backup. This time we wanted to have separate providers for cloud storage and backup management”, Brad McDermith, CEO of Computer Options, said.

After considerable research Computer Options zeroed in on CloudBerry Managed Backup as the solution with Amazon S3 support. The solution gave them the ease of use and the solid reliability that Computer Options had looked for. The backup system that the company chose turned out to be truly cost-efficient.



Location

447 Missouri Court
Redlands

Customer base

2000 clients operating on
different markets
(individuals and SMBs)

Challenges

- High cost and unreliability of existing solution
- Switching over from Intronis

Solution

CloudBerry Managed Backup Service

Results

- 50% reduction in set up and management time
- 25% reduction in overall costs
- Hugely improved ease of management
- Comfort of using Amazon S3, as they really trust this storage

Computer Options had also assessed Syncback Pro, but CloudBerry Managed Backup was far easier to use and was designed with careful thought to eliminate possibilities of mistakes. CloudBerry was easy to deploy, support and use. "The problem with Syncback Pro was that there was too much room for tech error. There are so many options it's really easy to do something by an accident. CloudBerry feels a lot safer. The interface of CloudBerry Managed Backup is truly intuitive", Brad McDermith commented.

Very major savings and benefits were realized by switching over to CloudBerry Managed Backup with Amazon S3. The time required to manage backups was cut in half while costs were reduced by 25%.

CONCLUSION

With CloudBerry Managed Backup, Computer Options was able to reduce the cost of service by as much as 25%. These savings were passed on to customers, making Computer Options more competitive in the market. There were substantial savings of engineers' time as well.

