



East Coast Technical Services Reduces Cloud Backup Costs by Migrating from Mozy PRO to CloudBerry Managed Backup with Google Nearline Support

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Joel Carson, the founder of East Coast Technical Services.

CUSTOMER PROFILE

Name

East Coast Technical Services

Products & Services

- Computer services
- Network setup
- Computer security
- Disaster recovery
- Computer sales

Location

Moncton, New Brunswick, Canada

Customers

More than 100 small and medium-sized offices, home offices

Challenges

- Reduce costs for cloud backup services;
- Rebrand the backup solution;
- Reduce time for managing clients' backup.

BACKGROUND

East Coast Technical Services was founded in 2001 in Moncton, New Brunswick, Canada. For fifteen years, the company has been serving small and medium-sized offices as well as home offices, operating in the real estate, health, financial, and building industries. East Coast Technical Services offers their clients custom-built PCs, PC repair, network setup and support, malware removal and prevention, and offsite backup. "The most essential components of our business are the reliability and quality of the services that we offer. These are the things that our clients appreciate in us," said Joel Carson, the founder of East Coast Technical Services.

BUSINESS CHALLENGE

East Coast Technical Services believes that businesses of all sizes, even one-person companies, should back up their critical data. They offer their clients cloud backup service. For several years, cloud backup has been the best option that East Coast Technical Services saw for SMBs. "Compared to local backup, cloud backup is easier to monitor, does not require any extra physical devices, and spares our IT staff from frequent visits to our clients' offices", said Carson. "To ensure the highest level of safety for their data - I want our customers to use our cloud backup solution and not rely solely on their own onsite backups," he added.

First, the company implemented MozyPro but soon started to realize that the bills for their services were becoming too high.



Solution

CloudBerry Managed Backup Service

Results

- Reduced backup service costs by \$120 per month.
- Successfully re-branded the solution.
- Optimized work of IT staff by implementing CloudBerry Managed Backup console.

They did their research on cloud storage per GB prices vs. Mozy's internal storage pricing and came to the conclusion that if they backed up securely to a public Cloud service, they would save money, while continuing to offer their clients an affordable and dependable cloud backup service. "We realized that in order to keep our managed cloud backup service competitive, we needed to find a less expensive solution."

East Coast Technical Services started their tests of different public clouds and finally opted for Google Nearline, a cold storage offered by Google Cloud Platform. "Their pricing seemed promising for our business: \$0.01/GB and with excellent retrieval speeds despite being 'cold' storage. I thought this might be something that would solve our problem", said Carson. The company started looking for a way to backup to Google Nearline. Their key criteria for the right cloud backup product were minimal hands-on after setup, good reporting capabilities, and a comprehensive rebranding option.

SOLUTION

East Coast Technical Services opted for CloudBerry Managed Backup and after some testing implemented the solution. "I liked the idea of using CloudBerry Managed Backup as the front end because of its ability to let me pick and choose from among many supported cloud storage providers. It is much better than being locked in to one provider for everything, with zero flexibility." Joel Carson, the founder of East Coast Technical Services, told us. With CloudBerry Managed Backup, they were able to automate backup to both Google Nearline and Amazon S3 for different clients from the same backup console.

The IT service provider also enjoyed the CloudBerry rebranding feature as well as remote management and monitoring capabilities. "We are able to manage the backup schedules of clients, assign licenses, and even edit, monitor, and start backup processes all from within the CloudBerry console," Carson said.

Being new to public clouds, East Coast Technical Services enjoyed the prompt support of CloudBerry Lab. "The CloudBerry support team was always ready to assist us when we had difficulties with Google Nearline or CloudBerry Managed Backup. I was impressed by their excellent response time to our questions. I feel I have dedicated support in case something goes wrong," said Carson.

CloudBerry Managed Backup also met the company's price requirements. East Coast Technical Services was now able to offer their clients cloud backup service at a better price. "Thanks to the combo of CloudBerry Managed Backup and Google Nearline, we were able to reduce our backup service costs," added Carson. The company now backs up 32 endpoints and expects continuing cloud backup growth.



CONCLUSION

After implementing CloudBerry Managed Backup, East Coast Technical Services was able to shift from backing up with an all-in-one backup solution to backing up securely to public cloud storage. This reduced their costs for cloud backup service. The company enjoys the ability to choose from among many cloud storage providers for CloudBerry Managed Backup solution, and successfully uses both Google Nearline and Amazon S3.

East Coast Technical Services leverages the CloudBerry management console that is available from the browser, to optimize the work of its IT staff. The IT service provider re-branded the solution as they wished. The good monitoring features and reliable support service allows East Coast Technical Services to make sure that the backups of their clients are safe and ready to be restored anytime, if needed.

“If you don't mind building your backup solution yourself, and by that I mean working with separate cloud storage providers and cloud backup software, there's a significant ongoing cost reduction in using CloudBerry Managed Backup vs. an all-in-one solution like MozyPro. Thanks to CloudBerry, I made my cloud backup solution more profitable and more flexible”, said Joel Carson, the founder of East Coast Technical Services.

Start CloudBerry Managed Backup free trial:

<http://www.cloudberrylab.com/mbs>

Contact us: contact@cloudberrylab.com

