



# CloudBerry Managed Backup Service

## Sauvegardez-vous solutions technologiques encourages Québec small businesses to shift from local to cloud backup with CloudBerry Managed Backup

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Jean-Sébastien St-Amour, IT Director of Sauvegardez-vous solutions technologiques

### CUSTOMER PROFILE

#### Name

Sauvegardez-vous solutions technologiques

#### Overview

Sauvegardez-vous solutions technologiques was founded in 2010 and since then has been serving to small businesses that have less knowing in computer services. Sauvegardez-vous solutions technologiques offers remote computer maintenance, software management, website hosting and delivery of all PC supplies. Their main approach at work is to focus on high quality of service.

#### Products & Services

- Remote computer repair
- Cloud backup service
- Web hosting
- PC supplies

#### Location

Sauvegardez-vous solutions technologiques is based in St-Lin-Laurentides, Québec, Canada.

### BUSINESS CHALLENGE

As a small IT company based in a French-speaking part of Canada, Sauvegardez-vous solutions technologiques has decided to add a cloud backup service to their portfolio just recently. "When I heard that our customers only do local backups, I was shocked. I couldn't resist laughing when a client told me that he already has a backup — a copy of his hard drive to another", Jean-Sébastien St-Amour, IT Director of Sauvegardez-vous solutions technologiques told CloudBerry Lab. "It was clear for us that to have a perfect backup, you need to keep the data outside of the primary site, not on the same computer and not on a tape left in a fireproof safe. Fire can ruin everything". Sauvegardez-vous solutions technologiques decided that they can not leave it that way. "It was high time we introduced cloud backup to small businesses and made money on it", Jean-Sébastien St-Amour said. The company has started their search for a suitable cloud backup solution.

The biggest challenge that Sauvegardez-vous solutions technologiques faced was to find a reliable product that could be rebranded and support French language. "We can only sell software in French, it's a law in Québec," IT Director of the company commented. "And we only accept perfectly working software, because our main focus is on a quality of a service. We had a difficult task."

Another important criterion that Sauvegardez-vous solutions technologiques had was an affordable price of a solution. The company serves to really small businesses like a car garage or a drag store. "They couldn't believe that it can be inexpensive to keep data in cloud. We wanted to prove it to them," St-Amour added. The company considered Vembu StoreGrid and Ahsay. None of them appeared to be a suitable solution. "Vembu was terribly bugging, and Ahsay simply didn't meet the needs of the company."

## Customer base

Small business companies in any type of market, from a car garage to a drug store, located in Montreal area, Québec.

## Challenges

- Add to the service portfolio a cloud backup solution of a high quality with a French interface
- Ability to use most trusted cloud providers of the company's choice
- Create a good margin based on an affordable for small business price of a backup solution

## Solution

CloudBerry Managed Backup Service

## Results

- Reliable and cost-efficient cloud backup service was added to the service portfolio and created a good margin for the IT company
- Client base growth due to small businesses shift from local to cloud backup

## SOLUTION

With CloudBerry Managed Backup, Sauvegardez-vous solutions technologiques finally managed to achieve the goals they set. "First thing that we noticed was a high quality of coding. No bugging software at each step like it was with StoreGrid of Vembu". The company was also able to easily change the language of the product to French and rebrand the solution.

**Jean-Sébastien St-Amour also highlighted the following features that his company mostly benefits from:**

- **Affordable price for an enterprise grade solution**  
"The reliable backup solution by CloudBerry Lab met price expectations of our clients while still offering an enterprise grade backup service. That is a fantastic deal."
- **Cloud storage provider of a client's choice**  
"CloudBerry gives you an option to use a cloud provider of your choice. I back up data directly to Amazon S3, one of the most reliable cloud storage. I trust them and I like their pricing."
- **Monitoring and notifications**  
"I can't live without them. I check backups on the web control panel every day. This is my personal major advantage," St-Amour commented.
- **Excellent work by support team**  
"At the beginning, I asked a lot of questions to understand the product and their support team was really helpful. They also always take my suggestions to enhance the solution and I already see some of them implemented."

## CONCLUSION

A Québec based IT service company was looking for a reliable and affordable cloud backup solution that will introduce cloud to small businesses. After considering several products by Vembu and Ahsay, Jean-Sébastien St-Amour, IT Director of Sauvegardez-vous solutions technologiques, opted for CloudBerry Managed Backup. St-Amour highlights an impressive quality of the software, as well as its efficiently working support team. CloudBerry Lab's solution offers monitoring and remote management features that Sauvegardez-vous solutions technologiques benefits from. Most important is that the backup solution allows the company to choose Amazon S3 for their cloud storage. "CloudBerry Managed Backup is a robust software. I rebranded it, changed its interface language to French and now it is one of the best service in my portfolio that will attract new clients," IT Director of Sauvegardez-vous solutions technologiques said.



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