

World-Class Support and Performance Lead to High Profits for MSP

Family-owned and -operated for more than 30 years, DataServ offers a complete portfolio of IT services, from research and planning through implementation and managed services. DataServ's old online backup and recovery solution made it difficult to migrate customers and was not optimized for diverse environments. When their solution was discontinued, DataServ started to look for an alternative service that would provide an excellent customer experience and would perform according to their expectations.



Industry: IT Managed Service Provider

Location: Omaha, Nebraska

Zetta User Since: March 2014

Client Data Profile:

- 150+ clients
- 13+ TB
- Exchange servers
- SQL server databases



THE PROBLEM

Complex, Cumbersome Online Backup

DataServ provides IT services to small- and medium-sized businesses. Their client environments and dataset sizes vary, so having an online backup and recovery solution that could handle different customer needs was a must.

Their previous solution was unable to migrate customers in a timely manner; it took more than three months to migrate their customers over. According to Jeff Zdan, the DataServ's VP of Network Systems, "We needed something that could easily scale to handle larger data volumes and more complex backup environments."

"Zetta is easy to set up, support, and configure – so much so that its clients don't need to think about backup."

When their provider discontinued support for their backup and recovery solution, DataServ had to start searching for a new solution that would work with their customer environments and allow them to continue to provide excellent customer service while remaining profitable.



THE SOLUTION

Online Backup that Outperforms the Competition

After evaluating ten different online backup solutions, DataServ chose Zetta. They could tell a difference in performance almost immediately. Zdan said DataServ was "able to move 6 terabytes of client data to Zetta within a weekend thanks to its WAN-optimized performance." This was a considerable difference from the three months it took their previous solution, and promised less friction for migrating future DataServ customers.

"The ease of management and the fact that it's a really easy and quick product to resell means that we can create a more profitable service and build a recurring revenue stream."

A Solution With Full Client Visibility

Another aspect that was especially appealing about Zetta was the ability to easily monitor their clients through the partner management portal. The single view allowed DataServ to respond quickly in the event of a problem and minimize administration tasks. "It would be a nightmare if I had to log into a Microsoft site, check those backups, log into another site, and check on those backups," said Zdan. "With Zetta, I log in and with a two-minute glance in the morning, I know if there is anything I need to address in terms of backup issues."





THE RESULTS

Simple to Use Solution Helps Build Profits

The ease of use of the solution added an extra benefit to DataServ – an increase in revenue. Zdan explains, “The big draw initially was price, but the ease of management and the fact that it’s a really easy and quick product to resell means that we can create a more profitable service and build a recurring revenue stream.”

Excellent Customer Support Aligns with DataServ Values

DataServ firmly believes that excellent customer support is what differentiates the IT providers that companies want to partner with. Zdan said, “We have to be able to provide easy and affordable solutions with high-quality customer service. We want them to like working with IT.” Zetta was a top choice for DataServ, since they are just as committed to providing excellent customer support.

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“With Zetta, I submit a ticket and get a quick and friendly response back, which allows me to provide the level of customer service I need to,” said Zdan, “Zetta’s world-class support, along with its reliable cloud backup solution is truly as good as they advertise.”

