

Raffa Clients Get Peace of Mind with Full Data Protection

Raffa Technology provides managed services for non-profit organizations, government agencies, family-owned and other small businesses. While auditing clients' data protection, Raffa was dismayed to discover that many of their clients' backups were actually failing, leaving critical data vulnerable to being lost.



Industry: IT Managed Service Provider

Location: Washington, D.C. and Rockville, MD

Company Size: 250 employees

Zetta User Since: 2012

Data Profile:

- 10TB



THE PROBLEM

Failing Client Backups Create a Recipe for Disaster

Like many MSPs, Raffa serves clients that can vary in size from two-person operations to two thousand. Their services cover everything from cloud-based IT solutions to network optimization and data backup.

When Raffa was conducting IT audits for their customers, they came to the dire realization that many of their customers' backups weren't working properly. Nate Solloway, Raffa's Technical Outsourcing Manager said, "We found many new clients who thought they had a working backup solution in place, only to learn the hard way – it wasn't." But it turned out failing backups weren't the only problem.

Inadequate Solutions Endanger Recovery and Compliance

In other cases, Raffa found that while the data protection in place was working correctly, it was incapable of meeting the customer's actual needs.

"Zetta Backup and Recovery simply works."

"For other new clients, we found their solution didn't satisfy their RPO/RTO and compliance requirements," Solloway notes. In a disaster, those clients couldn't count on being able to recover their data quickly enough to meet their business needs, and were at risk of permanently losing more data than planned. Worse, clients whose backup and recovery solution couldn't meet their compliance requirements opened themselves up to costly legal penalties.

It was clear that many of Raffa's clients weren't getting what they needed from their data protection solutions. As a result, Raffa began searching for the right online backup solution to offer their customers.



THE SOLUTION

Easy to Deploy Solution Protects Clients Fast

One of the biggest highlights of Zetta was how easy the solution is to set up. According to Solloway, "Zetta is the easiest backup and recovery system to set up and configure that we've ever seen, hands-down." This meant that Raffa could spend less time setting up their clients and could focus on other user needs. In one case, a client had 600GB of business critical data that wasn't backed up. "I installed the Zetta client and within 24 hours, all of their data was backed up, and I could show them an automated report that their new ongoing backup was working," said Solloway.

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Fast Data Transfer Minimizes Client Downtime

Zetta's enterprise-grade recovery performance also helped get clients up and running faster. "Zetta Backup and Recovery has the ability to move larger data sets at lightning speed," said Solloway, "When one client's system went down, we used Zetta to restore data from the backups to external hard drives at another location. So the client was up and running in a few hours."





THE RESULTS

Affordable Online Backup & Recovery Solution Brings Higher Profits

By providing their clients backup and recovery they could rely on, Raffa has been able to increase their profits through a new revenue source. "Zetta lets us offer an affordable, enterprise-class backup and DR which results in higher satisfaction and increases revenue to our bottom line," said Solloway.

Clients Rest Assured Data is Fully Protected

Most importantly of all, Raffa no longer has to wonder whether their clients are safe in the event of an IT disaster. According to Solloway, "Zetta Backup and Recovery simply works. Automated backup reports give us and our clients peace of mind knowing that their data is protected."

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