Server@Work Saves Hours of IT Time with Zetta

Server@Work provides an array of managed services to customers, including backup, virtual desktops, hosted VoIP and videoconferencing and mobile management. In 2005, Hurricane Rita hit Server@Work's company headquarters and knocked out many of its key servers. As a result they moved data center operations to the Gulf coast, and had to start managing their tape backup system remotely. This significantly escalated demands on Server@Work's time and resources – that's when they knew it was time to seek out a new solution to keep customer data protected.

Industry: IT Managed Services
Location: Lake Charles, LA
Zetta User Since: 2012

Client Data Profile:

- 100+ servers
- 10TB of data
- SQL servers
- File servers
- User profiles
- Documents
- Email

PROBLEM	SOLUTION	RESULTS
Managing tape backups, especially remotely, took up valuable MSP resources	**Cloud backup** and recovery solution fit for internal and external customers	**Error-free backups** and reliable recoveries
MSP needed a solution that can handle various customer environments	**Solution** made client management easy	**Automated backups** save MSP valuable IT time
	Appliance-free solution eliminated point of failure	**Backups run in the background** without interrupting employee activity

(!) THE PROBLEM

Remotely Managing Tape Backups Becomes Time Consuming

Server@Work had been using tape backup for some time, but managing those tapes remotely became a time-consuming challenge. According to Michael Goodwin, their technology director, "We backed up to tape and spent a lot of time managing and worrying about backup."

Administration proved to be costly as well. "When backup problems would arise, we had to call in a local contractor to troubleshoot and manage tapes, which escalated IT costs and often compromised data retention policies," said Goodwin.

A Variety of Customer Needs to Meet

Like many other MSPs, Server@Work's customers have a variety of IT environments and different needs, from a small wealth management firm to a company with over 3,000 employees. The MSP needed to find a solution that could work efficiently with all of them. According to Goodwin, "We needed a backup partner that was enterprise-focused."

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💡 THE SOLUTION

From Internal Online Backup to External MSP Solution

Zetta was actually doing the backups for The Broussard Group's 600 users before the IT department branched off and became its own managed services business: Server@Work. That's why it made sense for the MSP to add Zetta on as their online backup solution offering. "It was so easy for us to use internally, it was a natural decision to offer the solution to our external customers," said Goodwin. "All the things Zetta does are streamlined towards business. It had to be part of what we were doing."

Client Management Made Simple

Switching to Zetta has made it easy for Server@Work to monitor their customers' backups without compromising security concerns. Because every customer is managed as an independent account, their data can remain separate while still giving Server@Work a centralized view of client backup history. "This option is not easily accommodated with a shared approach," said Goodwin.

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Appliance-Free Solution Eliminates Point of Failure

Zetta requires no additional hardware, which added to the ease of client management for Server@Work. The 100%-cloud approach also added a layer of protection by eliminating the potential for backup hardware failure. "Zetta's appliance-free architecture is another plus since we would have to maintain backup appliances in two separate data centers, and then potentially have to worry about an appliance being another point of failure," said Goodwin.

It's a good thing you had Zetta.   zetta.com

✓ THE RESULTS

Reliable Backup and Recovery for Clients

In the years since switching to Zetta, Server@Work has been able to offer its clients fully reliable backup services. With a very high backup success rate and 100% restore success rate, clients know their data is safe and available to them no matter what.

Backup-related Maintenance No Longer an Issue

Because Zetta's solution is automated and requires no additional hardware, managing backups is no longer a problem for Server@Work. Since switching to Zetta, the staff at Server@Work has saved at least two and a half hours per week that they used to spend on backup management. The extra time has allowed them to focus on other more important business-related tasks.

No Workflow Interruption Keeps Business Going

Clients can have backups running in the background without even noticing, allowing them to continue working without interruptions. "Zetta's solution just works in the background without disturbing work flow, making it the perfect cloud backup & DR package," said Goodwin.

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