

Vizant Technologies Achieves Faster Backup for Half the Price

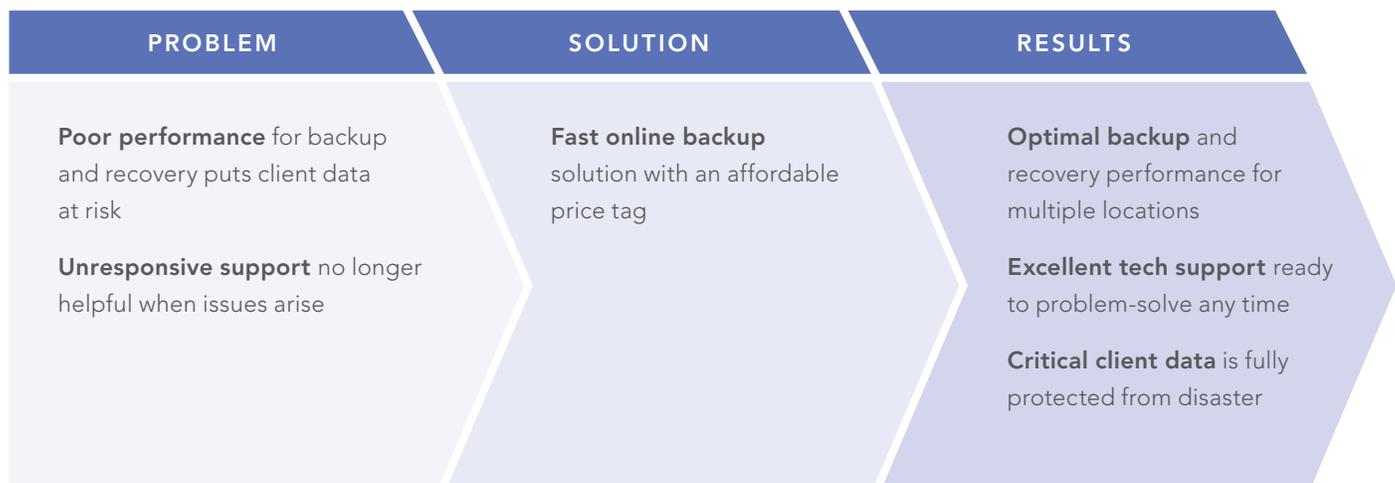
Vizant Technologies is the nation's only independent payments industry consultancy and advisory firm that works exclusively with organizations that accept payment cards. For Vizant, losing client data meant losing revenue – not to mention inconveniencing clients who had to resend.



Industry: Financial Services
Location: Philadelphia, PA
Zetta User Since: 2013

Data Profile:

- SQL servers
- Microsoft Exchange
- Microsoft SharePoint
- 1.7 TB of data
- Archive data



THE PROBLEM

Archiving and Large Datasets

Vizant Technologies deals with a lot of critical client data. While their headquarters are located near Philadelphia, PA, they also have a data center in Spokane, Washington. They retain and archive client data for up to seven years, so they end up with a lot of data to manage. According to Vizant's network engineer, Kevin Davis, "A year from now, we are likely to have 50% to 100% more data." Because the data is so critical, having reliable backups is important; if something happens to that data and clients have to re-send it, the process ends up being costly for both Vizant and their clients.

Poor Backup Performance Slows Down Business

Vizant Technologies began using an online backup service in 2009 for their most critical data, which made up about a third of the company's total data. One of the bigger problems they dealt with was poor backup performance; their bandwidth couldn't handle the large data transfers, and upgrading bandwidth would have been expensive.

"We found we were getting twice the data transfer rate at half the price."

Poor Customer Support Adds Difficulty

Another issue with their already-slow online backup service was poor customer support. "I often received no response when I needed it. And when I did reach someone, I couldn't get anybody competent," said Davis.

The frustrating experience with support and poor performance finally drove Vizant Technologies' IT team to seek out a new cloud backup and recovery solution.



THE SOLUTION

"Zetta offers security that meets our requirements and industry standards."

Faster Transfer Rate at Half the Price

In 2013, Vizant Technologies began using Zetta as their online backup solution. They could tell a difference in performance compared to their old solution almost immediately.

According to Davis, "We found we were getting twice the data transfer rate at half the price. And Zetta offers security that meets our requirements and industry standards."





THE RESULTS

“When I call tech support, they get back to me the same day, and they understand our business.”

Optimized Performance in Multiple Locations

Vizant no longer had to deal with slow backup and recovery after switching online backup providers. Zetta was able to take care of the latency issues they used to have for both of their locations. Davis explained, “Zetta helped us configure backups for our west coast and east coast storage locations so they are local, optimizing for less latency.”

Fast Recovery, Anywhere

Today, Vizant Technologies no longer has to worry about whether their critical data is protected. “We have been able to quickly recover our standard file shares from one site to another site with Zetta,” said Davis, “This assures us that if the original site goes down, our data is safe.”

Responsive, Knowledgeable Tech Support

Unresponsive tech support became a problem of the past for Vizant. Tech support with Zetta has been quick and knowledgeable in addressing their concerns. “When I call tech support, they get back to me the same day. And they understand our business,” said Davis.

