



## PARTNER CASE STUDY: Decam Informatique

### KEY FACTS



**Company:**

Decam Informatique

**Industry:**

Managed Services Provider

**Location:**

Quebec, Canada

**Contact:**

**Decam.ca**

**Interviewee:**



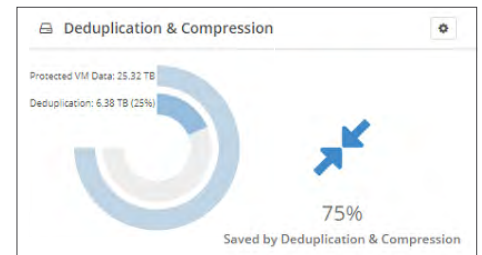
Sébastien Rivard

### CANADIAN IT CONSULTANCY SAVES 75% ON BACKUP DATA STORAGE THANKS TO ALTARO VM BACKUP

Firm drops Veeam due to Altaro's superior value and tech support team.

Canadian IT consultancy, Decam Informatique, has made a 75% saving in terms of backup file storage consumption thanks to Altaro VM Backup and its augmented inline deduplication technology.

Sébastien Rivard, who heads the Quebec-based IT services company, finds this impressive, adding to his love of Altaro's "straightforward approach" and the fact that "Altaro VM Backup works all the time without issue".



As a result, Decam is transferring its customer Veeam backup installations to Altaro VM Backup, due to the superior value it provides – not only in terms of the product offering itself but also thanks to Altaro's outstanding support.

He explained: "I've been moving all my Veeam backup installations to Altaro VM Backup since it's a superior product for the price you're asking. It provides everything you need."

Another compelling feature is robust technical support. "I had some issues with configuration, and your support always was there to help," says Mr Rivard.

## **"AMAZING" TECHNICAL SUPPORT: "I HAVE NEVER RECEIVED BETTER SUPPORT THAN WITH THE ALTARO TEAM"**

One particular incident stands out for him, however: the Altaro support team more than wowed him in his hour of need.

*"Last week, we had a catastrophic failure. All our VMs attached to ISCSI were down and I contacted your support team. As you can imagine, I was in a bit of a panic since management was pushing all over the place to get it back and running,"* he explains.

*"I had an amazing experience with the Altaro team, who took the time and managed to go the extra way to resolve issue that we had."*

As an established IT professional with 20+ years of experience, Mr Rivard has called several vendors for customer support throughout his working life, and to him Altaro is a standout player.

*"I call almost every week to get support from different companies including the biggest out there,"* he says, *"and I have never received better support than with the Altaro team."*

*Good knowledge of one's product is a must, but your team knows it inside out and when they didn't quite figure it out, they went to the development team to ask for their input and were able to save one of the VM that wouldn't boot."*

Another plus point in Mr Rivard's eyes is that Altaro provides "just the right tools" at attractive pricing, that enables him to also provide Altaro VM Backup to his smaller customers "who are more price-conscious" as well as his larger customers.

Summing up, Mr Rivard highly recommends Altaro for its "great support" and its fuss-free product that is straightforward and effective.

## ABOUT ALTARO

Altaro is a fast-growing developer of easy-to-use and affordable backup solutions for small and mid-market businesses, featuring enterprise-class features and functionality and specializing in backup for virtualized environments. The company has grown rapidly over the years with the flagship solution Altaro VM Backup, which gained traction as the natural choice for Hyper-V and VMware data recovery.

**DOWNLOAD YOUR 30-DAY TRIAL HERE: [www.altaro.com/download](http://www.altaro.com/download)**

# ALTARO

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