



MSP PARTNER CASE STUDY: Gemini Group

KEY FACTS



Company name:

Gemini Group

Location:

Carlisle, Cumbria in England
and Dumfries in Scotland

Industry:

Education, public sector,
and businesses

No of Employees: 30

**Number of Hosts
Managed:** 80

Interviewee:



James Ratcliffe,
IT Manager

gemini-group-uk.com



HOW ONE MSP IS BUILDING UP ITS BUSINESS: ENCRYPTED, OFFSITE BACKUPS AT THE HEART OF MANAGED BACKUP SERVICES

“Customers love the fact they can perform offsite backups to our offices, and that these are fully encrypted,” says James Ratcliffe, IT Manager at British managed services provider (MSP), Gemini I.T., that services schools, the public sector and companies across all industries.

Providing offsite backup services and storage helps Gemini I.T. fulfil its mission as a fully managed IT support service with 24/7 monitoring, saving the day for numerous customers. Mr Ratcliffe gives a recent example of how Altaro helps the company achieve this.

SAVING THE DAY FOR CUSTOMERS

"We had one issue where a server had gone down for an estate agency which was a customer of ours," he recalls. "However, thanks to Altaro and the fact the agency performed its offsite backups to us, we were able to restore the data to dissimilar hardware and then restore to that server. We were then able to go to the site with the server fully restored and had them up and working within 3 hours."

He adds: "Our backup customers love the fact that they can perform real test restores onto servers we have here. We can then issue certificates to companies and then can be 100% confident that their backups are working and can be used if ever needed."

EXCELLENT MANAGEABILITY THANKS TO ALTARO'S MULTI-TENANT MANAGEMENT CONSOLE

Outstanding customer service and attention to detail is critical to Gemini. The multi-tenant cloud management console (CMC) that forms an integral part of Altaro VM Backup for MSPs helps Gemini deliver on this by making it possible to view everything through a single pane of glass.

"Altaro's CMC makes it extremely easy to monitor and manage all our customers' installations, perform operations such as backups and restores, and configure schedules for clients," Mr Ratcliffe states.

"Our single biggest reason to recommend Altaro is in fact its manageability. We love being able to manage and monitor all our clients from one console."

STORAGE SPACE SAVINGS OF 89.27%

Another plus is Altaro's Augmented Inline Deduplication. *"From our CMC we can see that thanks to Altaro, we are making storage space saving of 89.27%."*

Looking back to when Gemini first switched to Altaro, Mr Ratcliffe says, *"We were using a different backup solution which was causing nothing but issues backing up virtual machines. After exhausting every avenue with that, we tried Altaro and within 1 hour we had a full successful backup of the Virtual Machine we tested it on. From then on we didn't look back."*

"FULLY CONFIDENT THAT THE BACKUP IS ROBUST"

Altaro is a staple in Gemini's portfolio for various reasons. *"It is very speedy to install and very easy to configure the backup schedules, backup locations, and so on. Restoring from backups – full VM, virtual disk restore and granular restore – is a breeze and we can be fully confident that the backup is robust and easy to use,"* Mr Ratcliff states.

Another plus is the Altaro team's accessibility, pleasant approach and 24/7 support: *"Altaro are very easy and pleasant to speak to and get in contact with. Their support is second to none and the live chat within the program itself is invaluable,"* he enthuses. *"The support team are always quick, polite and willing to help."*

ABOUT ALTARO

Altaro is a fast-growing developer of easy-to-use backup solutions for managed service providers (MSPs), IT resellers and IT departments. It specializes in backup for virtualized and cloud environments, providing affordable enterprise-class functionality while avoiding unnecessary features that add cost and undue complexity. With 40,000+ customers worldwide, 9,000 partners globally and 1,200 MSPs to date, the company's flagship solution is Altaro VM Backup, which has gained traction as the natural choice for Hyper-V and VMware backup and replication. Altaro also provides a solution to back up and restore Office 365 mailboxes, Altaro Office 365 Backup. Both are also available as monthly subscription programs for MSPs.

DOWNLOAD YOUR 30-DAY TRIAL HERE: www.altaro.com/download

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