



PARTNER CASE STUDY: Integrity IT Solutions

KEY FACTS



Industry:

IT Services

Location:

Carlisle, Cumbria, England

Contact:

integrityoffice.co.uk

Interviewee:



Stephen Whelan
Technical Manager

Based in Carlisle, Cumbria, Integrity IT Solutions are a one-stop-shop IT Service Provider offering IT Support, as well as hosted cloud solutions, to the North of England and South West Scotland.

THE CHALLENGE

Integrity IT Solutions' Technical Manager Stephen Whelan explained that the company had been looking for a new platform to backup their own virtual servers as well as a cost-effective way of managing backups for their clients when he had joined the company in 2017.

Due to the increasing cost of cloud storage, Integrity IT Solutions were already in the process of trialling various backup solutions when he joined, but Stephen had recommended Altaro, as he had experience with the software in a previous position.

"Integrity IT and some of our customers were using a cloud product to backup their VM's, but the cost of storage was becoming increasingly prohibitive."

"Additionally, we needed an easy way for our support team to monitor and manage customer backups."

Stephen explains.

THE SOLUTION

After a brief trial, Integrity IT soon found Altaro to be the perfect tool for backing up their own infrastructure to Microsoft Azure, while simultaneously allowing them to monitor and support their customer backups from the Altaro Cloud Management Console, with ease.

Whelan was full of praise for this aspect of the service. Altaro Offsite Server also gave Integrity IT Solutions the option to securely store their customers' backups in their data centre, drastically reducing customer storage costs and reducing down-time should the worst happen.

"The Altaro Cloud Management Console also makes it easy for us to manage our clients' backups on their behalf."

THE BENEFITS

The team at Integrity IT Solutions are delighted with the performance of Altaro VM Backup and find the Cloud Management Console a valuable and cost-effective tool for monitoring and managing their clients' backup, says the company's technical manager.

"Not only is Altaro VM Backup competitively priced. It's easy to setup and manage,"

notes Stephen.

"It's also straightforward to test restore, so I don't have any sleepless nights worrying that backups won't work when we need them. The support is second to none and we find the 'online chat' support perfect for our needs, as we can use this while simultaneously dealing with other support calls."

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