



## PARTNER CASE STUDY: PS-TEC GmbH

### KEY FACTS



**Company name:**

PS-TEC GmbH

**Industry:**

MSP IT Services

**Location:**

Baden-Württemberg,  
Germany

**Hypervisor supported:**

Hyper-V

**Contact:**

Patrick Stark, CEO

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**About Carsten Rachfahl,**

**MVP: [www.rachfahl.de](http://www.rachfahl.de)**



### WHY GERMAN MSP PS-TEC DITCHED ACRONIS AND VEEAM FOR ALTARO VM BACKUP

#### Learns about Altaro from prominent Microsoft Valued Professional

Altaro VM Backup outshone its competition to become the solution of choice for German IT services firm, PS-TEC GmbH, after the company was let down by virtual backup solutions from both Acronis and Veeam. The company learned about Altaro from Carsten Rachfahl, Microsoft Regional Director for Germany, winner of the Microsoft Most Valuable Professional (MVP) award for Hyper-V between 2011 and 2017, and co-founder of the German Hyper-V Community.

“Over the years, Acronis has moved further and further away from a partnership relationship and, at the same time, the product and support has deteriorated,” said PS-TEC CEO, Patrick Stark.

“When we had to implement a larger Hyper-V installation, we used Veeam, but the product is quite expensive and time-consuming to keep up-to-date, through my contact with Carsten Rachfahl, MVP Hyper-V, I heard about Altaro and introduced it to new customer systems.”

“We migrated one of our clients from Veeam to Altaro because the renewal for three years was a good bargain compared to the new Altaro license,” he said.

*“The archive backup used to have a window of around 4 to 5 hours for their reverse incremental to a NAS. With Altaro, we are down to around just 1 hour. The disk space needs are a fraction of the previous monthly full backups thanks to Altaro’s augmented inline deduplication.”*

## **100% CUSTOMER RETENTION RATE**

PS-TEC prides itself in a genuine, personal approach, which has resulted a 100% customer retention rate since the company was founded in 2003.

*“It’s all about what our customers want,”* Mr Stark says, talking about the company’s portfolio of services and choice of delivery models.

*“If our customers are happy, then we are happy too.”*

This is what led PS-TECh to choose to partner with Altaro.

## **EASE OF USE FOR SMOOTHER WORK DAYS**

*“The product itself is easy to install and manage, especially through its Cloud Management Console, the CMC, where we have a single view of all our clients’ installations,”* Mr Stark explains.

*“This makes the total cost for our clients go down and our daily lives easier.”*

Mr Stark and his team are impressed by the product’s feature set and price point: “We use the unlimited version for most clients. Product pricing and renewal pricing is fair in our opinion.”



## **NO NEED FOR LONG ONSITE RESTORE OPERATIONS**

Describing an incident where Altaro VM Backup truly saved the day, Mr Stark referred to a time when they needed to delete one of their customer’s Exchange mailboxes as part of a migration to another mail product.

*“While doing this, our team member didn’t read the warning message that asked if he really wanted to remove the users,”* Mr Stark recalls, highlighting that their goals had been to only delete the mailboxes but now the users had also been deleted.

*“After noticing the error, we were really quick to restore all affected user accounts from the backup of the night before. In the old days, this would have meant a long onsite restore operation with significant losses for our customer.”*

## ALTARO'S "ABSOLUTELY STUNNING SUPPORT"

Mr Stark says a compelling point that differentiates Altaro from its competitors is the level of support provided:

*"You have absolutely stunning support with a great product. Even though we experienced a few technical issues with file level corruption in the past, your help has always been great."*

*"Also, for small stuff, the built-in chat or also phone support is always friendly and they know the product very well. We cannot stress enough the fact that most other companies have several 'support levels' where the first two usually don't even understand the problem."*

Altaro distinguishes itself by providing lightning fast customer support, with an average call response of 22 seconds.

Support is provided by product experts from the start, without going through 'gatekeepers' or entry-level responders first. This elevates the quality of response and reduces the time it takes to resolve the product.

Mr Stark is happy to recommend Altaro as an all-round offering due to its:

*"quality, performance, features, excellent support coupled with price".*

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

*"Altaro is very easy to engage with".*

# ALTARO

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