



## How StorageCraft allows IntegrateIT to give real customer service

When Michael White and Matthew Dean founded IntegrateIT Australia in 2012 after experiencing IT providers that were sales driven rather than focused on customer care, they determined to provide a personalised business class service underpinned by quality.

Initially they used the high profile Veritas Backup Executive and Symantec System Recovery solutions to protect customers' systems and data, but after careful evaluation found StorageCraft technology to be more innovative, simple, flexible, easier to use and more affordable.

### The Challenge

Although customers' infrastructure varies and every site is unique, most have Windows Servers, SQL Servers, Terminal/CTX Servers and workstations.

"StorageCraft's range of ShadowProtect solutions are the only fit that is suitable. There is no substitute for the advanced feature set that StorageCraft brings to backup and full disaster recovery," said Michael.

He said that while IntegrateIT had found Backup Executive's recovery times to be long and tedious, in contrast ShadowProtect presents a set of features that allow restore of files and/or folders, as well as full recovery of the operating system, on different hardware. It also allows physical-to-virtual, virtual-to-physical, virtual-to-virtual and physical-to-physical restores.

"ShadowProtect's Virtual Boot of images and Headstart Restore work well and give us a proven and reliable way to reduce downtime should something untoward happen to a customer's infrastructure."

According to IntegrateIT, the challenges of using Veritas Backup Executive included: large backup windows, system restores that would take days; the data recovery point was last night's backup; testing data recoverability is not an option; and there is no cloud DR option. In addition, licensing is not flexible, with too many add-on options; and the technology is expensive and complex to manage.

Michael describes reliable backups and restores as being utterly essential: "We look after so many networks and all of them, no matter what their size, would suffer some form of financial loss with downtime and / or data loss."

## The Solution

To date, ShadowProtect has come to the rescue just once in a serious situation, when a server's main board failed. "We ran ShadowProtect Virtual Boot using Oracle VM to recover the server to a high level workstation to allow business continuity," said Michael. "The client was extremely happy to have this feature available."

Keenly aware how essential it is to continually test server restores and data integrity, IntegrateIT Australia does so with ShadowProtect. Routine restores of lost files are much faster with StorageCraft technology. It takes from 2 to 5 minutes now, compared to more than 10 minutes waiting for a tape to read and move to where it needed to go to restore a single file.

Depending on the client, and the restore setting, a customer's maximum data loss in the event of disaster is between 15 and 59 minutes. For some customers, IntegrateIT takes advantage of ShadowProtect's virtualisation capabilities by initiating physical to virtual restores. For others, they perform restores to the cloud.

"Whatever the restore format might be, we are 100 per cent confident that ShadowProtect will work reliably to deliver timely restores," says Michael White. "StorageCraft's technology is backed by the sort of support we endeavour to give to our own customers – it's a great service and we have never had an issue. Our plans for the future? Keep using StorageCraft's solutions!"

## About Integrateit Australia

IntegrateIT Australia was founded by Michael White and Matthew Dean in 2012 with the determination to create a difference in the quality of service that all clients expect and deserve. Their combined IT experience exceeds 30 years.

In working in many different companies and industries they found a common theme of poor support. The companies were sales driven, with no real care for customers. In contrast, Michael and Matthew strive to provide a personalised, true business class IT service focused on providing quality service to every client.

IntegrateIT is based in both South-east Queensland and Northern NSW, with clients in Rockhampton, Lismore and other areas along the eastern seaboard. Their full IT Services include: hardware and software support and sales; monthly maintenance services; full backup and restore services for all business types; management, planning, design, implementation and support for entire infrastructures; site audits; in fact absolutely everything a customer might need.

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Michael White, Founder IntegrateIT

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StorageCraft ShadowProtect solutions provide backup, disaster recovery, system migration and data protection solutions for servers, desktops and laptops. StorageCraft delivers software products that reduce downtime, improve security and stability for systems and data, and lower the total cost of ownership.



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