

Case Study - VCS

About VCS

India's leading provider of EPMC services, with interests in multiple European markets and believing in top notch quality for whatever they do, growing exponentially in last multiple years

Challenges before itSimple

Server & endpoint backups were there, but we could not trust that restoration would happen every single time. We had to struggle to get data restored, and it used to take quite long, typically. Our IT persons had to devote lots of time, even train themselves, for backup and restoration issues.

GDPR sensitive policies were required as we focus on Europe

Solution

After extensive research, we found that itSimple is one of its kind organization which is consistently building depth in this niche line.

We deployed Atempo backup solution through agents on each one of our Endpoints & servers Onsite on our server & central storage, doing backup on effective de-duplication for storage and BW saving, with de-duplicated copy on itSimple cloud

Results

We are Thrilled with the solution

- itSimple team always available even at 4 AM in real Emergency on Sunday morning.
- The process of backup is simple & user-friendly. Our team can easily restore it. They are trained consistently by the itSimple team
- All itSimple team members are consistently trained, improving and knowledgeable; there is a SPOC and yet others available in the team.
- If any major faults occur, they are also available physically on site.
- 50% less time of VCS team and yet 100% restoration

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