

The Computer Center

“Now we have a backup plan for our backup plans. The option of accessing all data and applications in the cloud adds another important layer of protection for our customers.”

Shane Linde
Network Engineer,
The Computer Center



MSP Finds Axcient Cloud Continuity Easy to Use, Fast to Restore, and Unmatched for Uptime

In Southern Wisconsin, customers of The Computer Center have high expectations for their managed service provider (MSP). Many of their financial services clients have made it clear that they have “zero tolerance for downtime.” Another client, a lumber yard, worries about their IT systems since the metals in the ground from a railroad near its site attract a higher-than-average number of lightning strikes. And other customers are equally concerned about how quickly their data and applications would be back up-and-running after a tornado, a fairly common occurrence in their area.

The Computer Center initially used multiple data storage vendors for onsite and offsite backup and restoration in an effort to address customers’ concerns and demands. However, they were unable to achieve the robust features and high level of performance they needed.

“We were using both Acronis and Symantec, but had problems getting them to do what we wanted,” said Shane Linde, network engineer for The Computer Center. “With these products, we were not able to provide our clients a complete solution that allowed immediate failover and replication offsite.”

Committed to providing the most stable and productive IT environments for its small and medium-sized business (SMB) customers, The Computer Center went hunting for the best backup, business continuity, and disaster recovery solution available to the SMB market, and found Axcient.

“The appeal of Axcient was that, with one device and one vendor, we could have reliable and effective BMR, easily get the data offsite, and provide customers with ultimate continuity through both onsite and offsite virtualization,” Linde said.

One Solution, One Vendor – Total Continuity

The Computer Center now uses Axcient for managed service customers in Wisconsin’s Rock County and surrounding areas, where the company has provided comprehensive networking and computer products and services to small businesses for more than 27 years.

“Cloud backup and continuity are at the forefront of everyone’s minds. It’s very appealing to offer customers a solution that allows them to easily access their data, applications, and mail server from the cloud, all in a very short window of time,” said Linde. “For businesses with recovery time objectives (RTOs) of less than 48-72 hours, the only way for them to achieve that is with Axcient. No other method will give them the RTO they need.”

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“Traditional backup systems just don’t offer the level of service that Axcient does. With one device and one vendor, we can provide customers with ultimate continuity.”

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The Computer Center has had several opportunities to use Axcient to recover clients' data. In one case, a customer's Exchange server system board unexpectedly failed in a machine that was less than a year old. Linde was able to quickly and completely restore email functionality to avoid loss of continuity. Another time a CPU fan failed, which prevented a server from booting. Linde was able to failover the customer's data and email to the Axcient appliance, allowing them to keep working as usual while waiting for the warranty provider to replace the server part. Linde also found success using the Cloud Continuity capability.

“Failing over to the offsite virtual appliance is straightforward and the response time is great – even faster than I expected,” said Linde. “I like that I can quickly browse to the machines I need, easily install the VPN feature, then get my client back up-and-running in the cloud asap.”

For The Computer Center, Axcient's all-in-one backup, business continuity, and disaster recovery solution is enough to give peace of mind to their customers, including legal firms, financial services, healthcare businesses, and even the lightning-prone lumber yard.

“They feel a lot more comfortable with the additional protection of having their data live and accessible in the cloud,” Linde said. “Now we have a backup plan for our backup plans.”

About Axcient

Axcient delivers a uniquely unified service for onsite and offsite backup, local and cloud-based failover, and disaster recovery – all without software agents, hardware costs, or upfront fees. This allows you to give your customers assured continuity of their data and applications at a price they can afford, while giving yourself the ease of management and peace of mind that allows you to focus more on running your business and less on managing your solutions.

Built from the ground up and delivered on an all-HP infrastructure, Axcient resolves the problems of unreliability, and high-downtime and poor support that are often experienced with solutions that are cobbled together from various third parties. Axcient is at the forefront of innovation for the SMB market, delivering superior technology with unprecedented performance and ease-of-use. With over a petabyte under management, Axcient helps thousands of companies protect their data and stay up and running, including those in heavily regulated industries such as healthcare, legal, and financial services.

To learn more about how Axcient can take care of your needs for backup, business continuity, and disaster recovery, call 1-800-715-2339 now or visit our web site at www.axcient.com.

All Your Data, All The Time.