

Gaeltek, LLC

“Autotask simplifies the management of IT services and enables IT solution providers to run their businesses better. As the leading cloud-based IT business management platform, we realize the importance of aligning with other IT industry-leading vendors and we are very pleased to partner with Axcient and provide such a valuable integration for our mutual customers.”

Mark Cattini
 CEO, Autotask



Managed Service Provider Leverages Axcient and Autotask Integration to Deliver Proactive Management of Backup, Business Continuity, and Disaster Recovery Services

Company Background

Founded in 2004, Gaeltek LLC, is a full-service information technology service provider delivering managed IT services, computer network services, IT consulting, and other technology solutions. From its headquarters in the Washington, DC metropolitan area, Gaeltek acts as a virtual helpdesk and IT Systems Administrator for their clients. With a strategic focus on building long-term relationships and understanding the needs of their clients, Gaeltek enables their customers to focus on managing their business, while Gaeltek focuses on managing their IT needs.

The Challenge

Andrew Harper, CIO of Gaeltek, is dedicated to providing clients with cost-effective, state-of-the-art IT solutions. As Gaeltek has grown, Harper has continued to look for innovative solutions that help him deliver peace-of-mind and security to his clients.

Like most MSPs, Harper and his team use a combination of systems, processes, and tools to service their customers IT needs. Often times, there are multiple systems monitoring the health of different devices and communicating status via email or through a device specific management console. The result is a seemingly endless stream of updates from multiple sources that are difficult to manage, prioritize, and track. While they have the information they need to do the job, it is by no means easy or efficient and dramatically impacts profitability.

The Solution

Axcient appliances can now be configured to proactively work within the Autotask PSA. The result gives MSPs like Gaeltek a much clearer picture of the backup status of each individual Axcient device in a client's environment within the Autotask management console. Knowing exactly what is happening, where, and when are critical elements of Gaeltek's workflow.

Having used both Axcient and Autotask in client deployments, Harper immediately saw the benefit of integrating the two. "The integration enhances what I deliver to my customers and gives me a richer management experience," said Harper. "I have clearer visibility of all the devices across all sites. It is a nice complement to our remote management capabilities and will help us further reduce our support costs and improve our profitability."

The Axcient/Autotask solution has several benefits for managed service partners like Gaeltek:

- Completely integrated solution for backup, business continuity, and disaster recovery
- Comprehensive notification across all devices of backup failures or other identified events
- Simple and seamless configuration of Axcient appliances and Autotask PSA

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Andy Harper
 CIO, Gaeltek, LLC



“The information we get from the integration of Axcient and Autotask triggers our workflow. For example, if a backup fails, a service ticket is generated within Autotask and my team jumps on it quickly to resolve the issue. We can track status within Autotask and close the ticket when the issue is resolved. We then proactively notify the client and everyone is happy,” Harper explains.

The Power of Axcient and Autotask

Axcient and Autotask are committed to supporting our MSP partners. The combination of Axcient’s best-in-class backup, business continuity, and disaster recovery solution and Autotask’s industry-leading business management software provides a clear advantage to our partners.

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About Axcient

Axcient delivers a unique and unified platform for backup, business continuity, and disaster recovery that offers unprecedented ease of use and uptime to the SMB market. The Axcient solution combines the best elements of an on-premise appliance with the cost savings of a cloud-based disaster recovery service and the pay-as-you-grow service features zero infrastructure, license, or software costs, thereby eliminating capital expenditures and minimizing operating expenses.

With the power of one – one vendor, one platform, one interface – Axcient is the only solution specifically built from the ground up for the MSP market and their SMB customers to solve the pain points associated with data protection:

- File and folder backup for laptops, desktops, and servers
- Image-based backup for laptops and servers
- Continuous data and application uptime
- Bare metal restore
- Advanced application support
- Virtualized environment support
- Agentless
- Business continuity with failover to the on premise Axcient appliance
- Zero upfront or hidden costs

The integration is currently available to all Axcient/Autotask partners at no additional charge. For more information, visit our website at www.axcient.com or call 1-800-715-2339.