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Case Study
Infrascale Backup & Disaster Recovery

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What is our primary use case?

My clients need a successful, reliable disaster recovery solution that works well. They're using it for backup on-prem, to restore individual files if needed, and in case a physical server dies, so that they can spin up a virtual server within a couple of minutes. That way, they make sure that there is no interruption in service. We also use it to put up all those virtual servers in the cloud. If the company has to declare a disaster on-prem, they can actually work in the cloud within five to 10 minutes, so that they don't lose any business. It is really specific for on-prem environments because the cloud can run everything.

How has it helped my organization?

I have a client who had a server issue after a Windows update, the server blue-screened. We were able to spin up the equivalent in the Infrascale environment right away and they were able to do business as usual. We were then able to fix the local machine, get the server reinstated, and then restore the most recent backup to the machine on-prem. Everything worked without any incident.

The time it takes Infrascale to deliver a boot-ready failover in a disaster recovery situation is very quick. This will result in a lot less downtime and a lot less loss in business revenue, since many machines are very business-critical and need to be up and running as quickly as possible. With other solutions on the market, which do not give me the five-to-10-minute

ready-time for disaster recovery of a server, my clients would lose a lot more money.

What is most valuable?

Among the most valuable features are

regular backup individual file restores disaster recovery, with the ability to spin up a VM within a short period of time. It is also very important to our clients that Infrascale's Critical Server Insurance feature protects physical and virtual servers, including Windows, Linux, VMware, and Hyper-V. It's part of the total solution they offer that covers every server infrastructure you can imagine. They all get backed up into a virtual environment, which is fantastic. It's totally hardware-independent.

Similarly, the fact that that feature allows you to spin up locally or in the cloud, on demand, without declaration or extra fees is key. If I have a physical server go down locally, I can instantly put up this machine on-prem and it would replace the broken machine within a couple of minutes.

The Infrascale Dashboard is very easy to understand, has a good overview, and gives me access to all my appliances without having to have a local VPN connection to the individual clients. It makes it very easy to find my way around.

In addition, the backup and restore speeds are outstanding. The algorithm they use to migrate their data back and forth between the cloud and local appliances is great. Generally, it

takes hardly any time to get a file restored to the original place on the server.

What needs improvement?

The only thing I would suggest, and I have talked to my manager about it already, is that they should have a direct backup-to-cloud solution. It should be something that does not require me to do an image backup, and then individual file and folder backups, to be able to restore individual files.

For how long have I used the solution?

I have been using Infrascale Backup & Disaster Recovery for at least five years. I'm an Infrascale partner and I deploy it for my clients.

What do I think about the stability of the solution?

I'm very happy with the stability of the solution. I have had very few issues.

One client has had the appliance for five years and we never had any hardware issues. There were a couple of firmware releases that caused a hiccup within the backup solution, but support was very quick to address those things, and even do hot-fixes for the specific appliance to get us going again.

What do I think about the scalability of the solution?

Scalability is connected to hardware. When you sign up with Infrascale, there is a sheet where you provide your information and they configure the machine for you. Sometimes, growth projections concerning data or servers can change. For example, if a company grows 50 percent, instead of the projected 10 percent per year, there might be an issue where you have to replace the appliance earlier. I have not run into this issue and I don't know exactly how they would handle it if it happened.

How are customer service and support?

There was a time when there was great room for improvement in Infrascale's support. This area has significantly improved over the last couple of years. Support has really started to shine during that time. Now, it's a pleasure to call support and get help and assistance. Before the turnaround, it was a pain. You just didn't even want to call them. You wanted to exhaust every other option first, locally, because you understood that the people in support were not going to be able to help unless they escalated it to the second or third level. The amount of time and patience it took, on my side, was just unacceptable.

The level of commitment of the support team, recently, has been great. It's very nice and gives

me a lot of confidence when offering this solution to customers, because support really is doing an outstanding job now, helping and assisting as quickly as they can. The communication is outstanding and the follow-up is outstanding.

If they resolve an issue, they follow up the next day, if I don't get back to them in time. It's hard to say they're proactive as a support team, because you usually get support if you have an issue or a problem. They do, however, now notify customers when there are some changes in their data center and that the customer can expect some downtime. These notifications work a lot better than they did a couple of years ago.

The biggest lesson I have learned using Infrascale is being patient with support. In the beginning, when I signed up with Infrascale, our support was sub-par. There was no follow-up. The people they had in support were not capable of providing a solution. It took forever to get support information back. I gave them a lot of feedback at that time and they appreciated the feedback. As I said, over the last two years, there has been a huge turnaround in the support experience. I have reached out to my account manager and told him, multiple times, that support is really great now. Usually, companies hear about the things that are bad, but for me it was also important to mention the positive things to them.

Because I'm a technical person, I would do all the technical checking before I called support

and that was true for every vendor, whether Microsoft or Infrascale. When I call support, I'm expecting to talk to somebody on a technical level and don't want someone to just read from a script and say, "Did you do this?" and, "Did you do that?" Now, they have technically knowledgeable people who can help instantly or escalate the ticket as needed, and there's no big delay anymore. Support really makes the product shine for me now.

How would you rate customer service and support?

Positive

How was the initial setup?

The initial implementation process is straightforward. As soon as the appliance is added to the dashboard, I can configure anything related to the appliance through it, such as backups, retention, et cetera. All that type of configuration can be done remotely.

On average, it takes an hour to an hour and a half to deploy and configure the appliance. We try to understand the client's environment beforehand so that we can really dive in as soon as the appliance arrives on-site.

What was our ROI?

We have seen ROI with Infrascale. My customer had a different solution before and his monthly payment was three times as much as the payment he now has with Infrascale.

What's my experience with pricing, setup cost, and licensing?

Infrascale's pricing, to me, was outstanding and was one of the major factors in my decision to go with Infrascale.

They changed the pricing model this year. The customers I have are not on this new pricing model yet, but I think the bottom line will be similar. It's just a matter of how they come up with the price. It's a little bit different, but I haven't really gotten into the details of it. It should still be easy to give a quote to a customer and say, "Hey, this is going to be your cost, period."

Many other providers have additional costs if you put up a machine, as well as per processor. If you use so much memory, there is a cost. If retention goes over a certain amount of time, there is a cost. There are so many limitations and so many different cost factors. I don't have any of those cost factors with Infrascale, after I buy the solution, because the price is not going to change unless I get into a higher tier of storage.

Which other solutions did I evaluate?

Before I went with Infrascale six years ago, because I am a solution/service provider, I checked out three or four different solutions: Acronis, Datto. I actually called all of them, had demos, looked at how they would handle certain things, what the pricing was, et cetera. For me, Infrascale had the best package to offer to my customers, including features, pricing, implementation, and support; everything that comprises the total solution.

What other advice do I have?

My advice is "go for it."

I rate Infrascale an eight out of 10 because I still have to use another product for some of my clients who want to back up directly to the cloud. I know Infrascale was working on a direct backup solution about two or three years ago, because I tested their pilot and their beta versions. But unfortunately, they haven't followed through since. Maybe the market for this service is not as big as they were hoping at that time. But that's the only reason I have multiple vendors in this space. As soon as Infrascale comes out with a direct-to-cloud backup solution, I will most likely switch all my customers over to Infrascale as well.

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