

Case Study

Infrascale Backup & Disaster Recovery



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- ✓ Review by a Real User
- ✓ Verified by IT Central Station

What is our primary use case?

We use it for backups of our data on our servers. So, we use it in a four-hour incremental backup.

How has it helped my organization?

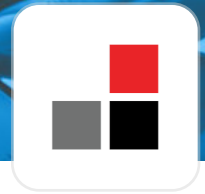
I sell it and it makes my customers feel much safer that we have a solution in place for a cloud backup at any frequency they want it backed up. It could be an hour, it could be four hours, it could be daily, it could be weekly. That gives us the functionality of being able to provide that to our clients. With the knowledge that we are safe and if anything should happen, our data is in the cloud, may it be a fire on-premises, or anything, we can't get back in the building, whatever reason, the data's in the cloud. We can bring it down to another computer and away we go.

We're good. The backup solution speed and functionality are excellent. If you have a bad internet connection, your uploads are going to be bad. Mostly, we all have decent internet connections nowadays, so it's not a problem. But, if you have a lower internet connection, it is going to take longer. It all depends on the infrastructure in your business that you're using.

The restore is normal. It can only restore as fast as you can download and it works fine. It's not slower than any other cloud backup I've ever used. So if anything, it'll be faster than the old ones. But, I don't see any downfalls or down limitations there.

What is most valuable?

The most valuable thing is that it backs up to the cloud, which is good. I've used it to actually



restore server crashes. It works for what it's supposed to do. There are no shocks or surprises. It works. It does what it's supposed to. It's perfect.

I just use it as a purely cloud backup, six times a day. It runs every four hours. That's all I use it for. Does it work as a disaster recovery? Yes, in a sense it does. It won't bring back your server because I don't pay for that portion. But it will keep my data safe. So, I always know that in the worst-case scenario, I'll be out four hours of data in that bit, which has worked for me in the past. I've used it. I've restored companies back in an hour, where I've needed just databases and they work. That part is great.

The overall ease of use and ease of management of the solution using the Infracore dashboard is excellent. I'd rate it 10 out of 10 because the dashboard is very simple to use. For someone with a technical background, it's a wonderful piece of software to be using in a cloud environment. But if you're not technical, then it might be a problem. It could be confusing for non-technical people. If you don't know what you're doing, you could kind of screw it up. Any human with two brain cells can do it. It's like anything else. So, once you train a human, they're good. Anybody can do it. Anybody with a competent brain can use it and go with a little bit of technical skill. It might be confusing in the beginning, but once you're trained up and you've used it a little bit, like anything else in your life, it'll be easy. They'll come as normal.

What needs improvement?

I can't really think of anything that really needs to be improved from my perspective, because I only use the backup. Maybe someone who is using something else might have a different opinion on that. But for the online backup and recovery tool, I'm not going to say there's anything that needs improvement. They can always improve stuff. But from the top of my head, I can't think of anything. It does what it needs to do. That's it. It doesn't need to do anything more than what it does and nothing less than what it's doing.

The Infracore dashboard when it comes to centralized deployment and configuration is excellent. I have no problems with the solution. They could always make it better. They can always make the GUI a little bit nicer, the interface level a bit better. There's always room for improvement, but there's nothing on the top of my head that's saying, "Hey, this is what needs to be fixed." But, the programmers are probably working on their own things. So, there's always room for improvement.

For how long have I used the solution?

I have been using it since July 2017.



What do I think about the stability of the solution?

I haven't seen it go down yet. It's a really good program, a really good hosting system for online backup. I haven't seen it crash yet or I didn't even believe there's been a maintenance window where I've been down there, there may have been one. In four years, I have not seen any issues with the reliability of their hosts or anything. If I email them, they get back to me right away. So, it's pretty good.

What do I think about the scalability of the solution?

Scalability is excellent. You can scale it as far as you want or scale it back as much as you want it to.

We have from small businesses all the way up to multi-international companies. It all varies. There are places that have 10 sites running across America, the United States, and Canada, there are sites that only have two computers. So, it varies. We have from the top to the bottom. But in regards to Infracore, they work perfectly. I may have multiple servers, but each server does its own backup and stuff. I don't have a problem that way. We're good.

How are customer service and support?

Their support is good. They're excellent. There's

no problem. They respond they get back to me. I've never had an issue.

I would rate their support a nine out of ten. Not a ten because they've had some issues.

How was the initial setup?

It was easy to set up. I had good people to help out in the beginning with me to get set up. And after that, it went pretty smoothly. I had no problems.

The Infracore guys helped out a lot in the beginning. They got me set up and that was it. Away I went and no problem. Not a hassle. I've also been using IT for a long time, so that could help. They were really helpful. It was not a problem to get hold of them.

They had me set up in days, I believe. It wasn't very long. Infracore had been set up with the platform on the backend with the server and the host and everything and got me set up with my dashboard. And from there, that was maybe a couple of days. They trained me one day for a few hours, I think an hour or two and that's it. They answered any questions and away it went. So from there on, it was just me deploying to my clients, which is totally different.

In terms of the deployment strategy, I was on a cloud backup that was expiring. We do preventative, proactive maintenance on all our clients. Depending on what kind of schedule they're on, either they're on a two-week, weekly, monthly, or three months. So, as their schedule came around, we actually transferred or



migrated them over to the new cloud backup solution, eliminated the old one, and away we went. We manage all our clients and everybody has basic lines that they take care of and everybody knew that this was on the agenda. As they send out their weekly notes to the managers on the site when they said they're going to do the work, it was in the scope of work for that week of maintenance and away they went and did the job and that's it.

What was our ROI?

I see a 100% return on investment. I make a bigger profit on it, not huge profit. I charge 37 cents more than what I pay. I paid 30. I surcharged, I tripled my profit on it.

Which other solutions did I evaluate?

I evaluated other solutions and found Infracale to be the best fit for what I needed. I looked at Amazon, Google, and a whole bunch of other smaller companies.

Infracale had the ease of availability and the backup is branded with my company. So, that's always a bonus where you can brand the software. I probably could have branded it elsewhere too, but the cost was a little bit higher everywhere else. These guys seem to be the most cost-efficient at that time. I won't say today, but I'll say then they were the most cost-efficient. Today, they are not as cost-efficient as

many other places, but I'm comfortable, I trust the service. That's why I haven't moved anywhere. I know I can get a cheaper price elsewhere, but it's not always greener on the other side. So, I stick to what I know best at the moment.

What other advice do I have?

Infracale is the best way to use a backup disaster recovery for your business, be it small or big. You have so much control and you can ration your storage any way you want. There's no one holding you back. If you want to add or decrease, it takes seconds. You will log in, you decrease their amount, away you go. Do you need to get something? Reset a password? Away you go. It's a very handy tool. You don't have to call. I never have to call Infracale for anything really. I think I called them two or three times in four years.

If you want something that works and is reliable, here it is.

I would rate it a 10 out of 10. The software just works perfectly. I'm not going to say anything bad about the software because they make me money.

Which deployment model are you using for this solution?

Private Cloud



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