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Case Study
Infrascale Backup & Disaster Recovery

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✔ Review by a Real User

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What is our primary use case?

One of our clients is an upscale resort that has about 70 virtual servers plus a handful of physical servers. We ended up putting in two devices and replicating to the cloud. We're their managed service provider and do all of their IT work.

How has it helped my organization?

One of the benefits is the reassurance the solution provides, so that if something happens, they can get to what they need. There have been a few times over the year where they needed files off of a file server, or they needed to get to another random server quickly, and we were able to do that. There have been a couple of times where they wanted to spin up a

machine really quickly to test something, and they were able to do that. Infrascale has been great for us and for the relationship with this client.

And in terms of the time it takes Infrascale to deliver a boot-ready failover in a disaster recovery situation, it has worked out really well. Our client had a DR situation and it was ready within 15 minutes. We had one time where it was unable to spin up the machine. Fortunately, we didn't need to spin it up, per se, and run it from there, we just needed files off of it. So we had some drama with that, but I'd say the majority of the time it's been great, just boot up and go. It has made a world of difference to our client.

What is most valuable?

Reliability has been key. Their previous backup
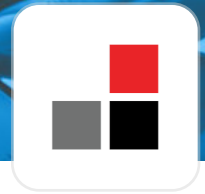
solution was shaky, at best, making the reliability huge now.

The availability or restore time is also huge because if certain systems are down for any length of time, our client is losing significant amounts of money. That means recovery time is also key.

For this particular client, the solution's Critical Server Insurance feature that protects physical and virtual servers including Windows, Linux, VMware, and Hyper-V, was a very big factor as well. They have a bunch of physical servers, as well as virtual. The mix is predominantly virtual. They also have some NAS boxes that we back up using Infrascale.

And the Critical Server Insurance feature allows you to spin up locally or in the cloud, on-demand, without declaration or extra fees, has saved their bacon at least once so far. It's definitely very critical. That was one of the selling points, the fact that they could spin it up without additional fees or additional drama, and that it could happen very quickly.

In addition, the speed of the backup functionality is great. The speed of the restore is even better. It's almost instantaneous if you're booting off of their devices. If you're copying the files to another location, the only limit is the bandwidth.

The unlimited disaster recovery and failover testing with no declaration also played into the thought process, but they were not as critical to our client as knowing that their stuff is going to be available when they need it available.

What needs improvement?

The centralized dashboard could use a little help. It's not bad, but it has some room for improvement. For this client, we have two units and they roll up into the centralized dashboard, but that dashboard doesn't do enough for us. We always have to end up going to each individual device to do whatever needs doing.

One of the significant drawbacks of it is due to the fact that we're using two devices to manage the same vCenter, or virtualization environment, and they don't talk to each other. That means I can't easily see what VMs are already being protected. If I'm on Infrascale device "A" and I have protected these VMs, when I go over to device "B," I can't see that those VMs are already covered. They could be backing up the same things and I wouldn't know it until I go in there and physically look and compare. I have to flip flop between them or come up with a spreadsheet.

That is huge for me, as an area for improvement.

For how long have I used the solution?

We have been using Infrascale Backup & Disaster Recovery for about a year. We also have their cloud backup solution. We are completely cloud-based and that is why we use their other, cloud product. But generally, we're reselling the backup and disaster recovery solution to other customers.

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What do I think about the stability of the solution?

The stability of the solution, overall, is good. They've made some improvements over the year that fixed some issues I was having with it. It's been pretty solid for the last few months.

Even before they fixed it, the issue I had wasn't that big of a deal. What was happening was that the centralized Infrascale Dashboard was losing communication with the individual devices.

What do I think about the scalability of the solution?

Other than the issue I mentioned where different Infrascale devices don't know about each other, the scalability is fine.

How are customer service and support?

Infrascale technical support is a nine out of 10.

How would you rate customer service and support?

Positive

Which solution did I use previously and why did I switch?

Before Infrascale, this particular client was using

tapes, and that was the reason they switched to Infrascale. What made them go with Infrascale was the fact that our recommendation weighed in heavily. What helped us was to recommend it was that the support we got from Infrascale was leagues above anybody else, both their sales support and their technical support. That was a big factor for us. They really stood behind their product. They knew their product. They were willing to put their money where their mouth was when it came to the deal that we concluded with them. And it is a good product. It does everything we need. It is very streamlined and it works.

We do have other clients that we're in the process of getting onto Infrascale and they've been backing up to the cloud. The reason that they're looking at Infrascale is that their current solutions are taking too long to back up to the cloud and the jobs are not completing.

How was the initial setup?

It is relatively straightforward to set up. We had some hiccups, not with the on-prem part but more related to scheduling the replication to the cloud. The deployment didn't take too long, though; about two weeks. A lot of that was just fine-tuning.

And in terms of maintenance, one person can easily take care of it.

What was our ROI?

Because our client is a high-end resort, they would be losing a significant amount of money for every hour and every day that their sales department is down. Since we've been on this solution, they really have had no downtime to speak of.

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

Pricing of the product could be improved. It definitely makes it a harder sell. They will usually end up getting close to the price we need, but I have to go through everybody to get the price reduced. Their list pricing is significantly higher than that of other solutions.

Which other solutions did I evaluate?

Our client looked at Datto and a few others that were online only.

Datto is probably most similar to Infrascale. They're not exactly apples to apples, but similar in that they have a local device that you can boot off of, and that it will replicate to the cloud. On the surface, Datto looks very similar or the same, but when you get down into it, Datto's support is horrible. When you go to boot up something in a disaster, you need to get on the phone with their tech support to go through the

process and, generally, that's not a pleasant experience. It also usually takes a lot of time. And Datto was the biggest competitor.

What other advice do I have?

If you're going to lose money when you're down for any length of time, Infrascale is the best solution out there. We're talking to a police department and they have a 911 call center that can't go down, obviously. This is the ideal solution for them. The limited downtime is just incredible, as is how easy it is to get things back up and running, and how quickly.

If you're using a single Infrascale unit, I would definitely rate the solution a nine out of 10. But if you need multiple units, because there is the issue that they don't know each other exist, I would knock it down to an eight. But most of the clients that we're dealing with aren't going to need multiple units.

Which deployment model are you using for this solution?

On-premises

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