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Case Study
Infrascale Backup & Disaster Recovery

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What is our primary use case?

100% of our use cases are DRaaS. As an MSP, we deploy it to clients, backing up all their infrastructure and replicating it to Infrascale Cloud.

We have so many deployed. We usually try to stay on the most current version. There might be a few that are a version behind.

It deployed as a hybrid. We use on-prem Infrascale appliances, then replicate for the disaster recovery to their private cloud (Infrascale Cloud).

How has it helped my organization?

From a backup and disaster recovery perspective, it has been a night and day difference.

The solution enables unlimited disaster recovery and failover testing with no declaration, which is very important for us.

The time that it takes the solution to deliver a boot-ready failover in a disaster recovery situation has been excellent. This is extremely critical for us.

Our clients have a positive view of the overall system. The majority of those that we manage relate to a client. So, it doesn't make a difference as long as they are getting their backups and we can prove that the backups are working. That is the other beauty of being able to do the boot verifications on the fly. They are extremely happy with it. The partners who we have resold to have all been happy with the solution. There have been no complaints, issues or headaches.
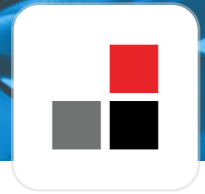
What is most valuable?

Ease of use Ease of deployment Overall flexibility with the entire architecture. The overall ease of use and management of the solution using the Infrascale Dashboard is very good. We haven't had any issues. It is easy to learn. Most of our techs who deal with backups are usually up and running with the dashboard within a day or so. They don't have a lot of buried features where you have to dig through things to get to the resolution. It is pretty self-explanatory.

The number one critical thing for us is the solution's Critical Server Insurance feature protects physical and virtual servers including Windows, Linux, VMware, and Hyper-V. All our deployments, from an MSP perspective, use those architectures. Therefore, we need to be able to protect them and back them up.

The solution's Critical Server Insurance feature allows us to spin up locally or in the cloud, on-demand, without a declaration or extra fee. This is a very critical component because it allows us:

To test. When we need to do one-off things potentially for clients, we can spin it up in their environment, do specific tests, and then determine if we want to deploy or not. It allows us to go back in time if the client needs to see something old, where they were having an issue, and determine, "Yes, this was an issue back then," or "No, this is something new that we are dealing with at this moment in time."

What needs improvement?

There could be some room for improvement in the on-premises hardware selection. It is hard for them to deploy a lot of different hardware options. Depending on footprint size and overall capabilities, that is where there could be some flexibility in some cases. However, it is not a deal-breaker.

For how long have I used the solution?

We have been using Infrascale for approximately four years, maybe a little bit longer.

What do I think about the stability of the solution?

It is very stable. We have had no issues.

What do I think about the scalability of the solution?

Scalability is good. There are no issues.

The speed of the solution's backup functionality is very good. The backup functionality depends on the amount of data or storage that you are backing up. Overall, compared to other solutions that we have used or tested, it is very good. However, it is a sliding scale based on the amount of data that you are backing up.

We have 101 DRaaS solutions currently deployed across various clients.

How are customer service and support?

Infrascale's technical support is excellent. Where we run into new deployments that have any unique or weird situations, and we have to get the technical support involved, they have been very knowledgeable and helpful in getting those situations resolved.

The level of commitment of their support team to us as a customer is very good.

We have had a couple of issues with cloud replication. The support team was very proactive, keeping us informed and starting resolution on those issues.

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

We have used StorageCraft and Cronos. We have also used Synology, who has a backup solution on their NASs. This solution is definitely on par, if not better.

We switched because of the overall package that Infrascale offers: the on-prem appliance, cloud replication, and DRaaS. It is a complete solution. Whereas, with StorageCraft, they have a backup option, but for anything else that you want to do, you would need to deploy and manage it. They later introduced options

similar to Infrascale, but the cost was much higher.

How was the initial setup?

The implementation is straightforward.

When it comes to centralized deployment and configuration of the solution, the Infrascale Dashboard is very good. It definitely helps to be able to centrally manage all the deployed appliances in DRaaS systems.

Deployment can range from a day to a couple of days.

What about the implementation team?

For the clients whom we do direct deployment, we handle all the maintenance. For our partners whom we resell to, they handle maintenance on their own and with support.

For our DRaaS solutions that we have out in the field right now, we have about two dedicated staff, but it is dedicated as far as deploying, then monitoring. However, they do other things as well outside of just backups.

What was our ROI?

We have absolutely seen ROI after switching to Infrascale.

The speed of the solution's restore functionality is very good and fast.

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

It is super competitive. It is worth taking a look at it from a licensing and pricing perspective.

Which other solutions did I evaluate?

We looked at Veeam, Datto, and Acronis.

We went with Infrascale because it was a complete solution. The other solutions were great, but some components were not there. You would have to either deploy it yourself or partner with somebody else, especially for the cloud piece. A lot of the other solutions don't have a dedicated team for replication. You can obviously plug into anything, but then that adds another layer of management on top of it.

What other advice do I have?

Make sure you do a true apples to apples comparison. A lot of times, especially with some product lines that don't offer the full suite, you have to kind of either plug it into your own cloud replication or hardware. Those solutions are not factoring in other components, in terms of cost of ownership. If you are just looking at what the backup licensing is costing, then it is not really a 100% comparison, especially if you look at only a portion or percentage of it versus the entire solution. You should make sure that you are

adding in all the additional costs.

We are changing our infrastructure deployment. Our goal is always to look for new clients to deploy to.

I would definitely give Infrascale 10 out of 10.

Which deployment model are you using for this solution?

Hybrid Cloud

If public cloud, private cloud, or hybrid cloud, which cloud provider do you use?

Other

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