

CASE STUDY

Computer Driven Solutions Quick Restores with Confidence

UK-based managed service provider Computer Driven Solutions deployed Infrascale Backup and Disaster Recovery (IBDR) to protect their SMB clients' data and get them up and running quickly in the event a disaster occurs.

The Customer & Key Challenges

Based in the UK, Computer Driven Solutions (CDS) provides IT support, cloud services, telecom services, and connectivity to small and medium-sized businesses. Founded in 2007, CDS makes sure IT works smoothly for their SMB clients, leaving them to focus on what matters the most – their business.

Prior to Infrascale, CDS had been using both Veeam Backup & Replication as well as Windows backup to USB drives. Due to the piecemeal solution approach provided by Veeam, CDS found that their customers were experiencing lengthy backup times and their Recovery Point Objectives (RPO) weren't being achieved. The company sought a faster way to perform backups and recoveries, as well as the flexibility to back up and recover locally, or to the cloud when needed. Their goal was to deploy an all-in-one solution that met their customers' aggressive Recovery Point Objectives (RPOs) and provides better control of the changed data between backups.

Solution Overview

CDS implements and supports cloud backup and disaster recovery solutions for SMB and mid-sized customers. They sought a service that enabled them to effectively meet their customer SLAs (service level agreements.) CDS selected Infrascale Backup & Disaster Recovery (IBDR) because allowed them to easily manage their backup frequency and delivers lightning-fast boot-ready time for failover. CDS also required protection from micro-disasters or small server crashes and since IBDR provides a true local disaster recovery solution, CDS can backup and recover VMs on their local appliance – beyond having all of their securely sent to the cloud.

With IBDR, CDS received a hybrid cloud backup and disaster recovery service that included all the key components of a complete backup and disaster recovery solution. Worry-free and turnkey, the IBDR solution is all centrally managed and monitored through the Infrascale Management Dashboard.



Key Results

- Complete DR appliance installation from the box to the customer's site in less than an hour
- Quick restore functionality; typically takes less than 10 minutes
- Response from support team in <1 hour



The speed of the IBDR solution's restore functionality is very quick. It just works and does the job perfectly. I've never had any problems with the software. The solution is very stable."

Stuart Smith,
Technical Director at Computer Driven Solutions



A typical SMB customer backup and disaster recovery deployment for CDS includes installing physical appliances at clients' sites, which communicate with their onsite servers. These source servers are hosts with the Infrascale service built onto them. Source virtual machines (VMs) are backed up typically two or three times daily to the Infrascale appliance. As necessary, a VM can be booted on the appliance and act as a replacement for the server if the server has a physical problem and needs to be shut down. CDS can turn the source server off onsite, go to the appliance provided by Infrascale, boot up the virtual machine on the appliance, and then run the business operations from the VM on the Infrascale appliance. This occurs seamlessly as if their original source server was still running.

Results & Outcomes

The Infrascale Cloud Backup & Disaster Recovery solution provides CDS all the backup and disaster recovery functionality they need to keep their SMB customers' data protected. Stuart Smith, CDS Technical Director offered the following observations from his IBDR deployment

Easy Setup and Management

A key CDS requirement for their backup and disaster recovery (BDR) solution was ease of setup and management. IBDR is centrally managed and monitored through a simple, single-pane-of-glass dashboard. The Infrascale Dashboard provides a one-stop shop for all of CDS' backup and recovery needs including the ability to set backup settings and schedules. The IBDR boot verification feature offers CDS confidence by providing a snapshot of the booted virtual machine and proof that the backup was successful.

Stuart Smith talked more about the importance of initial setup to CDS and configuration ease, "Out-of-the-box, the initial setup is simple and easy. I installed an appliance yesterday and had it done within an hour. After a few weeks, anyone that has deployed Infrascale should really understand the product, because it is very straightforward. We try to get as many customers onto Infrascale as possible because it helps us,"

Business Continuity Confidence

According to Stuart, "Fast recovery of data is the most valuable feature of IBDR in case of a disaster or malicious attack. If one of our businesses has an issue, I'm confident that we can get them booted and running swiftly. The IBDR restore functionality is very quick. It just works and does the job perfectly."

Since the costs of business downtime are so high, SMB customers also require a stable solution that provides confidence that ensures their data is always protected and always available. "The solution is very stable. I've never had any problems with the software. If we install the software on anything, it does what it says on the tin, which is that it will run a backup at a certain time.



For [88% of companies](#), the average cost of server downtime is over \$300,000 per hour. Therefore, it's vital to ensure business continuity and minimize downtime for customers."

Statista Survey, 2020

Where the appliance and cloud backup are concerned, there is very little maintenance to do," relayed Stuart.

A true test of BDR reliability is if an MSP trusts the solution enough to deploy it in their own business. "I've deployed it in my own business, and I definitely advise others that Infrascale Backup & Disaster Recovery is a good solution. I am bought into what it can do, because as much as it protects the customer, it protects me as well. If we had not had the Infrascale solution 12 months ago, our client would no longer want us to work with us, because they would have nothing at all. So, it saved us."

Excellent Technical Support

Stuart also commented on the outstanding customer support CDS receives, "I am perfectly happy with the support that I receive from Infrascale. The people I deal with are fantastic and very helpful. Infrascale has assigned a support person to work with me. We've developed a bond and I know that he understands my systems. He is proactive to the point that he often checks my system on his own, and if he sees something will log a call with his own Infrascale support desk. That type of hands-on monitoring is unexpected, but is great," said Stuart.

About Us

Founded in 2011, Infrascale provides comprehensive, cloud-based data protection by delivering industry leading backup and disaster recovery solutions. Combining intelligent software with the power of the cloud, Infrascale removes the barriers and complexity of secure, offsite data storage, and standby infrastructure for realtime disaster recovery. Trusted and recommended by leading independent industry experts, Infrascale equips its customers with the confidence to handle the unexpected by providing greater availability, better security, and less downtime, when it comes to their data.

