Infrascale™

Cyber Protect LLC:
Fast, Reliable, All-in-One Backups for Microsoft 365

Managed service provider Cyber Protect LLC deployed Infrascale Cloud Application Backup (ICAB), a highly reliable and comprehensive backup solution, to protect all their SMB clients' SaaS application data in the cloud.

The Customer & Key Challenges

Cyber Protect is dedicated to helping organizations maintain confidentiality, integrity, and high availability of their mission-critical data. They keep this data secure by implementing and deploying optimized solutions, and by applying rigorous maintenance and monitoring protocols for businesses and municipalities.

Cyber Protect sought an easy-to-manage solution that would protect and back up all of their SMB customers' Microsoft 365 data to a secondary location. Further, their clients wanted to reduce infrastructure costs and eliminate IT management worries such as hardware obsolescence, software upgrades, and incompatibilities.

Cyber Protect had experience with several competitive SaaS backup solutions. Many of these solutions were difficult to manage and caused a significant burden on Cyber Protect's limited IT resources. Several solution providers required the purchase and management of separate backup and cloud storage solutions.

According to Cheyenne Harden, Owner, Cyber Protect LLC, the importance of a simple, set-and-forget backup solution was of utmost importance. "I've used Veeam Backup and Replication, Veritas Backup Exec, and Arcserve. Those solutions are just not 'set it and forget it.' Even the newest software from Veeam has problems in that it doesn't delete old backups when it's supposed to, so your drive space is taken over and constantly filling up." said Cheyenne.

He further described the challenges of managing SaaS backup and recovery providers that required patching together multiple, disparate vendors to deliver a complete solution. "Some of these companies require you to have a backup provider and a storage provider. With Veeam, for example, you have the backup software, but then you also have to use Microsoft Azure or AWS. I also looked at a few of the other cloud providers, including Backblaze and MSP 360. We wanted to make sure for customers and for ourselves that, at the end of the day, it just worked," said Cheyenne.

Key Results

- 100% reliable, zero outages or bad backups

- Initial deployment completed in under 10 minutes

- Extremely fast restore speeds – only takes minutes to complete

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Cheyenne Harden,
Owner of Cyber Protect

Solution Overview

Cyber Protect selected Infrascale Cloud Application Backup (ICAB) to protect their clients' Microsoft 365 work environment because it was easy to deploy and manage, eliminated the need for costly hardware infrastructure, and backed up everything to the cloud. ICAB enables end-to-end automated backups of their Microsoft Exchange Online, Teams, OneDrive, and SharePoint data. Additionally, ICAB provides fast recovery from ransomware with full, point-in-time backups and long-term, unlimited retention.

Very Intuitive and Easy to Use

Two key Cyber Protect requirements are ease of use and ease of management. ICAB delivers a simple, single-pane-of-glass management dashboard that enables recovery of both granular and targeted Microsoft 365 data. It is intuitive, easy-to-use, and provides a step-by-step process for protecting Microsoft 365 data. "The dashboard implementation is top-notch. It's laid out very well and seems like a lot of thought was put into it."

The ICAB Dashboard makes setting the Microsoft 365 backup configuration easy. It shows a list of mailboxes or account holders in an organization. Simply select the individual to back up and recover their emails, documents, and SharePoint data. Per Cheyenne, it only takes minutes to completely restore a user's Microsoft 365 files or emails.

Cyber Protect found the ICAB deployment experience to be simpler than expected. ICAB's fast, cloud-based deployments were ideal for the diverse set of work environments of their clients. The solution simplified employee on-boarding and off-boarding with bulk activation and automated addition/deletion of users. Cyber Protect's first deployment took less than 10 minutes. "Point ICAB at someone's account with their credentials, and click who you want to back up, and you're done. I can manage all the backups myself, and that's for hundreds of mailboxes and thousands of files. It takes minutes a day for me to look at the emails and make sure that everything is running properly," said Cheyenne.

100% Reliable – Set It and Forget It

IT professionals are often wary of vendor claims and predictions. High expectations must often be tempered, after substandard performance and management difficulties occur after deployment. However, Cyber Protect has expressed zero buyer's remorse after their purchase and deployment of ICAB. "Regarding stability, I hate to say anything is 100 percent, but it literally has been 100 percent reliable. I've had zero outages in the last year and a half, and zero bad backups. Not one, with all my customers," said Cheyenne.

Cyber Protect has deployed ICAB across a broad swath of their customer base. Typically, their clients' mailboxes and documents are backed up, without them even knowing it. "Everybody is technically using ICAB, but nobody in any of the companies that I deal with, has to do anything other than tell me they want something restored. Our customers can just set it up with us and forget about it, and we take care of it," said Cheyenne.

Cheyenne is also very impressed with the level of customer support he receives from Infrascale. "In a year and a half, I've only had to call tech support once, and found them to be responsive and really easy to work with. They were very proactive and committed and I am very happy with their support," said Cheyenne.

An All-Inclusive Solution

Due to their limited IT staffing resources, Cyber Protect did not want to manage the complexity of patching together multiple disparate vendors to deliver a complete SaaS backup and recovery solution. ICAB provides an easy-to-manage, all-in-one solution that includes both cloud backup and storage – without hardware or on-premises data. This eliminates the need to manage separate software and cloud storage vendors. "Competitive solutions required managing potential issues on two different platforms, whereas with Infrascale, which is all-in-one, you don't have to do that." said Cheyenne.

Strong Return on Investment

As an MSP, Cyber Protect needs a product that meets their clients' requirements for high data availability and protection, while also delivering bottom-line profitability. ICAB provides a highly scalable, cloud-based backup that delivers solid ROI. "ICAB really is infinitely scalable, as long as you're meeting the requirements of your Microsoft 365 or Google Workplace platform. It can back up everything and no extra cloud fees are required. "We plan to increase our deployments of ICAB. It is our go-to product and we're deploying it to all our customers." explained Cheyenne.

The ICAB solution also provides Cyber Protect with significant cost flexibility since no initial infrastructure investment is required. It enables them to only pay for the storage space that their customers need to protect, with no extra fees. This allows Cyber Protect to efficiently allocate space to clients as needed.

Can't Do Better Than Infrascale

Cyber Protect knows that safeguarding client's valuable data is critically important to their business success. Therefore, they need a SaaS backup provider that can offer true peace-of-mind and mitigate the risk of data loss from human error, data migration, malware/ransomware, and gaps in retention policy. "I don't think you could do much better than using Infrascale. It's really a no-brainer," said Cheyenne.

Cheyenne's final takeaway from his experience with Infrascale is that SaaS data backups don't have to be difficult. "The biggest lesson I have learned from using ICAB is that backups can be easy. It meets all my needs. The reporting is good, it has encryption in transit, and encryption at rest. The ease of use is there," concluded Cheyenne.

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.