

IOVATE HEALTH SCIENCES, INC.



COMPANY BACKGROUND

Iovate Health Sciences, Inc., is a successful consumer goods company based in Oakville, Canada.

The company offers nutritional and sport supplements. It sells its products through retailers, health clubs, gyms, and health food stores around the world. Iovate employs a staff of over 270 people and operates two warehouses.

- Vertical Industry: Health Sciences
- Challenge: Mac/Windows
- Connectivity
- Solution: Acronis Access Connect

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BEITH REMARKED.

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Jeff Beith, Iovate Health Sciences
Business Analyst

WINDOWS UPGRADE LEAVES MAC USERS BEHIND

While predominantly a Windows PC shop, Iovate’s entire in-house marketing staff uses Macs. These fifty employees rely on their Macs to design product labels, in-store displays, and a wide range of other creative promotional materials. Services for Macintosh (SFM) on Windows 2003 made it possible for Mac users to store and access Windows file and print servers on the company’s network.

Over the years, despite SFM’s performance limitations and inability to enforce file name policies, the Mac users made due with this approach. This all changed, however, when Iovate upgraded to Windows 2008.

While the move to Windows 2008 afforded Iovate many benefits, this latest version of Windows server no longer includes the built-in SFM solution to support Mac file sharing. Unfortunately, Iovate was well into their upgrade before they realised its impact on the Mac users. There was no going back to Windows 2003. The race was on to find a solution that would enable Macs to access their new Windows 2008-based servers and Storage Area Network (SAN) before their new equipment arrived.

THE SOLUTION: ACRONIS ACCESS CONNECT (FORMERLY ACRONIS EXTREMEZ-IP)

Jeff Beith, Iovate Business Analyst, explored a number of options. First, he considered a Mac Server which would give Mac users the ability to share files and printers amongst themselves. However, Jeff saw it would be hard to find IT staff with Mac experience. Given the small percentage of Mac users in the company, the added cost to manage and cross-train Windows administrators on how to manage a Mac server environment was difficult to justify. Jeff also wanted to centralise everything in one place and as such preferred to support all the company’s users on clustered Windows shares. Thursby’s DAVE product was also considered. But Iovate’s need to support both SMB and AFP in a Microsoft Distributed File System (DFS) environment eliminated DAVE as an option. Iovate’s search finally led them to Acronis Access Connect from Acronis. After a brief evaluation, Iovate implemented Acronis Access Connect on their Windows network.

“The move to Acronis Access Connect was extremely easy,” Beith remarked. “We just set it and forget it – it just works! And whenever we have a question, Acronis’ technical support is extremely responsive and knowledgeable – much more so than other product vendors we’ve worked with.”

A WIN-WIN FOR MAC USERS AND IT

Acronis Access Connect has been a win-win for Iovate's Mac users and its IT administrators. The company's Mac users access files and printers on shared Windows servers as a seamless extension of their Mac environment. They also enjoy better performance and native Mac file name support.

For Iovate's IT staff, the process to set up and manage AFP and SMB shares is very clearly defined and intuitive. Happy Mac users mean less support calls for IT staff to resolve too. And despite the fact that Macs account for less than 20% of Iovate's end user population, they consume 60-70% of the company's SAN. With Acronis Access Connect, they have been able to easily create new folders on the shared servers which reduces storage allocation requirements as IT has Windows PC and Mac users can collaborate like never before.

ABOUT ACRONIS

Acronis sets the standard for New Generation Data Protection through its backup, disaster recovery, and secure access solutions. Powered by the AnyData Engine and set apart by its image technology, Acronis delivers easy, complete and safe backups of all files, applications and OS across any environment—virtual, physical, cloud and mobile.

Founded in 2002, Acronis protects the data of over 5 million consumers and 300,000 businesses in over 130 countries. With its more than 50 patents, Acronis' products have been named best product of the year by Network Computing, TechTarget and IT Professional and cover a range of features, including migration, cloning and replication.

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