

Acronis

Managed Service Provider (MSP) Pro River Technology Selects Acronis Backup Cloud to Solve SMB Data Protection Challenges



COMPANY BACKGROUND

For the past 5 Years, Pro River Technology has managed IT services for small and medium-sized businesses, from one to 500 employees. Based in Colorado Springs, Colorado USA. Pro River Technology is a one-stop shop for all IT requirements, including system design, hardware, software, managed services and end user support. Pro River Technology customers include Service Master Clean, Serv Pro, disaster restoration companies of all sizes, Minuteman Press, Farmers Insurance, StayBright Electric, Cantafio Law, and many other small businesses in 27 different states and 3 different countries.

THE CHALLENGE

As an MSP that promises to manage all of its customers' IT needs and support, Pro River Technology puts particular emphasis on affordable data protection and business continuity. As a small business consultant, Pro River Technology customers' backup needs range from small desktop files to large cloud server clusters. Customers need to be able to backup Exchange, SQL, file servers, client PC's, Mac's and virtually any kind of computing device used for business today. Pro River Technology needed a cost-effective service that is worry-free, resolving daily notifications of failed backups and that allowed them to quickly to recover their clients' data.

Pro River Technology's CEO, Jon Iglehart, said: *"We realized we needed a new solution when a customer's server failed and it cost us a lot of time, stress, and trust. Although a recovery was made, we never want to relive that situation."* He added: *"It was hard to find one solution that would fit all of our needs and allow us the ability to have someone check logs each day in a short period of time. We noticed that many solutions that we evaluated, including Leo Backup, Novastore, Kaseya, Carbonite, Mozy Pro and others, lacked important details in the notifications and restore logs."*

PARTNER:

Managed Service Provider,
Pro River Technology

KEY CHALLENGES

- Pro River Customers' lack of IT staff to design, implement and support in-house IT
- Backup from any system, device and reliable recovery to any destination at an affordable price

SOLUTION

- Acronis Backup Cloud

CUSTOMER'S BENEFITS

- Acronis Backup Cloud is an easy-to-use and easy to implement backup/recovery service
- Improves data protection with local and cloud backup of any data from any source and recover to any destination and system
- Reduces IT team's workloads and brings peace of mind with safe and proven technology
- Pay-as-you-grow: this cost effective business model has been key during the sales process for customers. And greatly outweighs the cost of large tech expenses in the small business arena.
- Scales easily with cloud web-based management
- Maximizes customer protection with broad platform support

THE SOLUTION

Pro River Technology selected Acronis Backup Cloud because of its all-inclusive offering of an easy-to-manage service that backs up any data from any source and recovers to any destination or system. Jon Iglehart says: *"The beauty of Acronis Backup Cloud is that no matter the source: private cloud, public cloud, physical servers, virtual servers, PCs, or Macs, our customers can back up and restore anything – individual files, disks, or entire systems – in minutes. We could not ask for a better trusted solution to support our business for backup and disaster recovery. Besides the fact that Acronis Backup Cloud does as it promises and works 100% of the time, we have had outstanding support from the Acronis team in terms of training for our technical teams and our customers!"*

Recently Pro River Technology had a customer get hit by a Crypto Virus and was able to restore 100% of its data affected by the infection very efficiently. The small Dentist office affected found that this solution was critical to its ability to do business. It had experienced a similar data loss with its previous IT Service Provider not as capable of restoring the files as needed.

Pro River customers have been taking well to the Acronis Backup Cloud back up as a service business model. It allows for its customers to have leaner costs, calculate what the usage will be, and have the flexibility of not having to purchase internal tech to support their smaller business. It is also relatively easy to show them the value of this service to their company no matter how big or small.

With the well-designed interface, Pro River Technology's techs are able to check backup logs and track the status of each customer and system backups on a daily and/or hourly basis.

ABOUT ACRONIS

Acronis sets the standard for hybrid cloud data protection through its backup, disaster recovery, and secure file sync and share solutions. Powered by the Acronis AnyData Engine and set apart by its image technology, Acronis delivers easy, complete and affordable data protection of all files, applications and operating systems across any environment—virtual, physical, cloud and mobile. Founded in 2003, Acronis protects the data of over 5 million consumers and 500,000 businesses in over 145 countries.

With more than 100 patents, Acronis products have been named best product of the year, and cover a range of features, including migration, cloning and replication. Today, Acronis solutions are available worldwide through a global network of service providers, distributors and cloud resellers.

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