

MSP transitions to Azure-based cloud backup solution with Arcserve UDP

CLIENT PROFILE:

INDUSTRY: Information Technology
Managed Service Provider

LOCATION: Offices in Edmonton and
Calgary, Alberta, Canada

SOLUTION: Arcserve Unified Data
Protection (UDP) on Microsoft Azure



Over the last 36 years, PC Corp has built a solid reputation for highly efficient and cost-effective **Procurement Services** delivered largely to Government, Education, and Enterprise clients. Providing ongoing management, monitoring, and maintenance of SMB corporate IT environments, PC Corp's **Managed Services** are custom tailored for corporations where a well-run IT infrastructure is a critical element of success. Their **Professional Services (Project)** team complements the work of the above two with design, planning, and implementation services of specialized technologies.

PROBLEM :

Managed Service Provider (MSP) needed a new Canadian-based cloud backup solution that ensured full protection of multiple client's data with minimal impact to clients during transition. This included the ability to easily move and not interrupt client's existing off-premise backups. Additionally, this new solution needed to have improved ease of management and support.

SOLUTION :

Arcserve Unified Data Protection (UDP) on Microsoft Azure.

RESULTS:

New solution provides greater flexibility and supportability, with the ability to easily scale as needed.



PROBLEM:

PC Corp needed a cloud offering that would provide cost-effective backup and disaster recovery for its customers with support for critical recovery time objectives (RTOs) and recovery point objectives (RPOs), and a high degree of simplicity. The service provider sought a lower total cost of ownership (TCO) and a cloud-based user console, with access to the back-end RPS server(s) to streamline its support operations and increase ease of use.

SOLUTION:

After considering other cloud-based backup providers, PC Corp chose Arcserve's hybrid cloud data protection solution, Arcserve UDP deployed on Microsoft Azure, for its familiarity, affordability, MSP licensing options and lower TCO, ease of deployment and management, and advanced public cloud support. Further, with Azure's Canadian data centers, PC Corp was able to keep its client data in-country to manage legal compliance risk.

While moving to Arcserve UDP on Azure, PC Corp successfully migrated their existing cloud backup clients to the Azure cloud with zero impact and consistent backups. This was thanks to Arcserve's ability to provide double-hop replication from the client site to their previous solution and then to the Arcserve UDP on Azure solution.



PC Corp has been using Arcserve solutions for approximately five years now. As a partner, we always lead with Arcserve. Its solutions offer backup flexibility, MSP-friendly capabilities and the robust protection our customers require.

Jonathan Fessler, Managed Services Lead, PC Corp



RESULTS:

With Arcserve UDP on Azure in place, PC Corp has reduced its TCO while increasing agility by managing all customer data from one cloud-based user console. Key benefits include:

- Unlimited scalability to meet new and existing customer needs by provisioning an additional managed disk and adding it to their backup storage pool with Azure
- Straightforward implementation and increased control, with the ability to quickly spin up new dedicated RPS instances in Azure as needed
- An 86% reduction in PC Corp's storage footprint with UDP's global source-side deduplication

With the solution, PC Corp can:

- Provide an off-site cloud-based data repository for their client's backups
- Prevent data loss and improve resiliency across on-premises and cloud-based systems
- Provide an option for easy and safe migration of critical business applications to Azure
- Eliminate complexity and reduce IT management overhead costs
- Strengthen client compliance by ensuring their off-site backups are on Canadian soil

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