



MSP Solves SMB Data Protection Challenge with In-House Cloud Storage Solution

Highlights

- MSP automates data protection for customers
- Provides backup for servers, PCs and laptops in a single solution
- Deploys cost-effective private cloud storage solution for DR
- Improves recovery time objectives and reliability while reducing overhead

"All servers, PCs and laptops are backed up automatically, you have a disaster recovery solution, and you finally get rid of those outdated tapes. CTERA does it all, at the right price point."

Jeff Davis

COO, Windswept IT
www.WindsweptIT.com

Company Background

For the past thirteen years, *Windswept Integrated Technologies* has managed IT services for small and medium-sized businesses, from 5 to 500 employees. Based in Ottawa, Canada, Windswept is a one-stop shop for all IT requirements: hardware, software and managed services, with an emphasis on network security, data protection and storage solutions. Windswept customers include law firms, manufacturing companies, government agencies, and transportation, education and healthcare organizations.

The Challenge

As an MSP managing all of its customers' IT needs, Windswept puts particular emphasis on data protection and business continuity. The company began to notice a pattern of problematic data back-up procedures among its customers: Many were still backing up their data to unencrypted tape. Theoretically, these tapes were being diligently removed nightly to secure locations. According to Jeff Davis, COO of Windswept, the reality is quite different

"The first problem is that the customer only backs up servers. However, many files are saved locally on PCs and laptops, where they are not backed up at all. The bigger problem is that backup tapes are not going off-site regularly. Many businesses will appoint an employee to take the tapes off-site and store them responsibly. Experience has shown us these tapes are seldom taken off-site and when they are, they are usually stored in less than ideal conditions."

The CTERA Solution

Windswept uses CTERA to provide local and cloud data protection to its customers, using its own local datacenter as a secure, private cloud. CTERA Cloud Attached Storage® appliances are installed at client sites, usually either the 2-bay C200 for smaller offices, the C400 rack-mount 4-bay appliance for medium sites and C800 rack-mount 8-bay appliance for large enterprise installations. CTERA Agents are used on servers, desktops and laptops, on average backing up all relevant files to the CTERA appliance every 2 hours. Windswept uses RAID for disk redundancy on the appliances, as well as CTERA's Next3® file system that allows for efficient, thin-provisioned snapshots to be saved for every backup. This provides access to previous file versions and adds another layer of protection against accidental deletion of files.

Cloud backups are typically performed at night, replicating the local backups to Windswept's datacenter, during off-peak hours.

Windswept Integrated Technologies

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The Perfect Fit

"When we heard about CTERA, we immediately thought it would be the perfect fit for our SMB customers in terms of what they need at the correct price point," says Jeff. "There are other products in this category, but none combine such a perfect fit for small business customers, with features that really address a wide spectrum of needs, from bandwidth throttling to creating logical arrays. Despite its rich feature set, the product is simple to deploy and use. Equally important – it's priced competitively so even smaller businesses can afford a true disaster recovery solution. We previously used a different backup solution, but found expensive costs were a barrier it and lacked some of the features that CTERA gives us at a lower cost."

Among Windswept's customers who are using CTERA to secure their business data are healthcare clinics and a Canadian agency for the marketing of agricultural produce. Some customers had previously used tape, which was both expensive and unreliable, while others were using multiple USB hard drives to back up individual servers. It was only a matter of time until these methods were beginning to fail. "They were not sleeping well at night knowing that backups were failing," says Jeff. "Now they don't have the constant worry. They get CTERA's automatically generated daily reports and know everything is OK, and we know that the availability of both local backup and a copy in our datacenter covers them in case of local disasters."

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About CTERA Networks

CTERA Networks revolutionizes data protection and storage for SMBs and enterprise branch offices with Cloud Attached Storage®, a hybrid solution that combines secure cloud storage services with on-premises appliances in an all-in-one solution for backup and recovery, shared storage and file-based collaboration. CTERA Networks was the first company to introduce cloud storage gateway appliances, and its scalable cloud service delivery platform enables service providers and IT resellers to easily deliver cloud storage services to their customers, using the public or private cloud backend of their choice.