IQ Technology Solutions

> *"When you consider the costs to an organization that loses access to their data, it's easy to build a business case around a solution that mitigates those risks."*
>
> **Aaron Boigon**
> *Vice president,*
> *IQ Technology Solutions*

Axcient Improves MSP's Value Proposition to Clients with Backup, Business Continuity, and Disaster Recovery Solution

IQ Technology Solutions is a nearly two-decade old managed IT systems and consulting company in Reno, Nevada. The company's roughly 20 technicians and engineers have 50 businesses under management and 110 break-fix SMB customers. IQ extensively researches and invests in the latest technology solutions to ensure they are offering their customers the best solutions possible. IQ has twice been named to the Inc. 500 fastest growing company list and has developed partnerships with Microsoft, HP, Cisco, and Citrix throughout its nearly decade of business.

Searching for a better backup

Early in its business, IQ started out using tape backup – but soon realized a new, updated solution was needed to support all of its clients' data. Customers asked IQ to look into Symantec's Backup Exec disk replacement solution. However, after extensive research and testing, IQ found that the Symantec solution simply wasn't reliable enough. Understanding the importance of a hybrid solution, IQ next tried Zenith Infotech.

"While it looked great on paper, the Zenith solution was a nightmare from a service and support perspective," said IQ Vice President Aaron Boigon. "The interface was needlessly complicated and didn't make much sense. We were spending an inordinate amount of time managing the solution, and it was very painful."

After searching the market and testing other technologies, IQ came across the Axcient data backup, disaster recovery, and business continuity solution.

"I tested Axcient with our engineers first, knowing we needed to get them on board with any new solution," said Boigon. "I remember seeing their shock and amazement when, in just 15 minutes, the Axcient solution was up and working seamlessly."

The smooth transition to Axcient

IQ then deployed Axcient in client environments and discovered it took up to 75% less time to deploy Axcient than their previous Zenith BDRs. Boigon also liked the dedication of Axcient support, which provided IQ with personnel to help migrate existing customers to Axcient in order to further accelerate the entire transition process.

"Axcient is so easy to set up and configure, and they worked with us to ensure the migration worked smoothly," Boigon said. "That's a major differentiator that is not common in the vendor community."

Axcient also provides IQ with the ability to custom tailor backup systems for different clients based on their individual needs. That, according to Boigon, is important for SMBs who want all of their data stored off-site. But what's especially crucial for IQ is having a solution that's completely reliable.

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> "The first thing that struck us was that right off the bat the Axcient solution was infinitely easier to manage. It was easy to set up, it made perfect sense, and our engineers just got it."
>
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"With our previous BDR, we had a handful of backup failures on a weekly basis for one technology reason or another. But those have gone away with Axcient," Boigon said.

"Another pain point with our previous BDR was their virtual failover technology. It required talking to support, working with multiple engineers, and performing multiple reboots – plus it was slow," Boigon said. "It is important to shine when you are dealing with a failover for a client. Axcient allows us to take something that could have a major negative impact on a client's business and turn it into a minor event."

Axcient in action

IQ put the Axcient data recovery solution to the test when one of its SMB clients' servers stopped performing. The customer had been running hardware on older servers, which began to experience hardware problems, so IQ had to fail the business over to Axcient. "It worked flawlessly and our customer was back up and running in just 15 minutes," Boigon said. The client relied on the fail-back to Axcient several more times as it dealt with warranty support issues, hardware troubleshooting, and server replacement over the ensuing few weeks. "Without Axcient, that would have been a nightmare, and the client would have experienced downtime," Boigon said.

"The Axcient solution is such an administrative time-saver and no-brainer for us that we now bundle Axcient for all our clients as a managed service. It has improved our value proposition giving us a total offering that includes a BDR solution at an SMB price," said Boigon.

"At IQ, we want to make our clients' lives easier. That's what makes us 'sticky' for our clients. So we partnered with Axcient to make that possible. We can count on Axcient, which means our clients can count on us, so we can all sleep better."

About Axcient

Axcient delivers a uniquely unified service for backup, business continuity, and disaster recovery that is built from the ground up to serve the needs of the SMB market. With the power of one – one vendor, one platform, one interface – Axcient takes care of business' needs for onsite and offsite backup along with local and cloud-based failover. Available through MSP and VAR channels, Axcient delivers enterprise-level protection and uptime without enterprise-level costs or headaches. With zero infrastructure, license, or software costs, the pay-as-you-grow service eliminates capital expenditures and minimizes operating expenses.

To learn more about how Axcient can take care of your needs for backup, business continuity, and disaster recovery, call 1-800-715-2339 now or visit our web site at www.axcient.com.

All Your Data, All The Time.