

MSP SAVES \$1,200 A MONTH BY MOVING FROM DATTO TO AXCIENT

Partner Success Story

Axcient

Automation Concepts & Technologies, Inc. is built on the goal of providing enterprise-level IT practices and solutions to the small business sector, with small business prices. After their previous backup provider, Datto, could no longer produce the cost savings Automation Concepts & Technologies promised clients, they switched to Axcient's Replibit. In doing so, they saved about \$1,200 each month, increased their margins and significantly reduced support issues. Understand how they made the decision to switch and see how Replibit can advance your business with affordable, best-in-class business continuity and disaster recovery (BCDR).

“ When Datto moved from backup and got into a lot of other things, they seemed to have lost their focus and it was concerning. It definitely changed their corporate culture and as they moved away from their core focus, it diluted their ability to serve their MSP client base.

- Brian McCafferty, Chief Technical Officer of Automation Concepts & Technologies, Inc.

Since 1989, Automation Concepts & Technologies has been serving the Greater Boston area. Providing IT support, including technical helpdesk support, computer support, and consulting to small and medium-sized businesses (SMBs), this managed service provider (MSP) focuses on eliminating IT issues before they cause expensive downtime. The dedicated team at Automation Concepts & Technologies loves seeing their clients succeed. When their original backup provider, Datto, ran into expensive issues with their operating systems (OS), Automation Concepts & Technologies had to make a change. After considering their options, Brian McCafferty, the MSP's CTO, made the switch to Axcient's Replibit. Operational efficiency, unlimited storage and retention, and significant savings contributed to the decision that delivered “a lot fewer tickets, which has led to cost savings and less noise on our boards,” according to Brian.

“ Moving to Replibit resulted in a \$1,200 a month savings for us from the licensing standpoint, aside from the number of support cases going down dramatically because we didn't have this monthly recurring issue that we had with Datto.

- Brian McCafferty, Chief Technical Officer of Automation Concepts & Technologies, Inc.



THE PROBLEM:

- Some backup solutions are expensive without adding additional value.
- Limited storage means overages fall on clients.
- Software problems decrease productivity, require additional charges to clients and threaten the MSPs reputation.

THE SOLUTION:

- Replibit provides best-in-class RPO, plus chain-free backup, choice, security and a business enabled partner experience for an affordable and simple price.
- Axcient partners enjoy unlimited storage and retention, thereby eliminating the risk of additional charges.
- Automated centralized customer reporting and daily virtual boot and screenshot verification notify of issues before an error impacts clients.

OVERCOME PROVIDER ISSUES WITH A NEW SOLUTION

One of the best decisions an MSP can make for their clients is to walk away from a solution that doesn't deliver the same quality they expect from themselves. In the competitive market of IT solutions, it's mandatory that MSPs have the best solutions available in their stack. If not, the client will of course look elsewhere for something more reliable and affordable – and they will find it quickly. Automation Concepts & Technologies understands how to best take care of their clients, which is why they reacted fast after their backup provider wasn't able to live up to their standards.

Brian explains the problem, “First off, Datto was expensive. Additionally, they had a bug in their OS that kept taking additional snapshots of our systems and running up client storage. Then they would bill us after the fact for an extra terabyte or two – after we'd already billed the client for the month. It's hard to go back to a client and say, ‘we're going to have to charge you an extra \$300 this month because the software provider had a bug.’ Datto wasn't making good on those overages and could never seem to fix the problem, so we made the commitment to move to Replibit.”

Being continually out of sync with their backup provider increased support tickets and threatened their operational efficiency and productivity. An MSP's solutions should make their life easier, not harder. Keeping a solution in your stack that doesn't align with the values you tout to clients can mean losing business, especially if you're having to ask for more money due to software provider errors.

ELIMINATE PROBLEMS OF THE PAST WITH MODERN TECHNOLOGY FOR THE FUTURE

The team at Automation Concepts & Technologies needed to eliminate the storage problem they were having with Datto. Axcient partners enjoy unlimited storage and retention in the Axcient Cloud so clients can budget accordingly without fear of surprise fees. That issue was an easy issue to fix with Axcient. Additionally, and most importantly, their backup system needs to work. The tech team needs to focus on improving client experiences, rather than navigating support tickets, break fixes and other unnecessary tasks that distract from operational efficiency.

Axcient Replibit is an image-based BDR service that captures snapshots of a server every few minutes, including its data, operating system, applications and configurations, and replicates those images to the Axcient Cloud. This proprietary chain-free backup includes automated daily virtual boot and screenshot verification, along with automated centralized customer reporting, to ensure BCDR no matter what. If an issue occurs, clients know immediately and can recover almost instantly. Rather than getting to the end of the month to surprise clients with extra fees and detract from their productivity, both clients and MSPs are enabled by Replibit to focus on what they do best.

Of course it can seem daunting to explore your options, move to a new provider and implement the solution, but Automation Concepts & Technologies ended up saving \$1,200 a month, increased their margins, significantly reduced support tickets and they can rest easy knowing Axcient is protecting not only their business, but their clients' business.

ABOUT AXCIENT:

The Axcient Business Availability suite is the proven business continuity and cloud migration solution for Managed Service Providers (MSPs). The Axcient Business Availability suite includes Replibit, BRC, CloudFinder, Anchor, Fusion, and the Axcient Cloud. MSPs and their clients depend on us to protect their data and ensure business continuity in the event of security breaches, human error, and natural disasters. Our focus on partner experience has resulted in more than 3,000 MSP customers throughout the US, Europe and Australia.

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