ShadowXafe™

NEXT-GENERATION DATA PROTECTION

Finding the Perfect Fit: The Struggle is Real

Managed Service Providers (MSPs) know that managing products from multiple vendors is a time sink on the organization, driving complexity up and service desk profitability down. But, even with the knowledge of how important standardization is, choosing the right solution portfolio for an MSP's managed offering remains a challenge. Over 80 percent of MSPs believe their organization is at risk of losing out on opportunities should they miss the mark on getting their service portfolio right or on being able to delivering new services faster and better[1]. In the data protection category specifically, three out of four MSPs offer more than one solution in their portfolio. Why? Most likely due to varying customer requirements and levels of environmental complexity — virtual vs. physical, on-premises vs. cloud, agent vs. agentless, etc.

Standardize on StorageCraft

StorageCraft is changing the standardization game. One vendor. One choice. One complete solution for data protection. Our next-generation data management and protection solutions keep customer data safe, accessible and optimized, at any level of complexity, across any environment. StorageCraft is proud to bring the MSP community a truly differentiated, next-generation solution that empowers standardization within the data protection category.

Boost Efficiencies Within Your Service Desk

ShadowXafe drives standardization for data protection and disaster recovery, allowing MSPs to achieve greater efficiency and profitability through simplicity and automation of its differentiated services.

Speed – Recover quickly and keep costs down: ShadowXafe's patented Virtual Boot technology allows the recovery of customer data instantly each and every time, ensuring customers are continuously up and running.

Customizable – Right-fit data protection solution: for organizations of all sizes regardless of complexity. This flexible, high-powered solution is customizable to meet different SLA requirements and recovery time objectives (RTOs).

Improve Productivity – Eliminate the need for heavy L3 technician expertise: and the need for extra resource costs. ShadowXafe eliminates complexity with flexible policy-based automation of backups and retentions, with workflows optimized for SLA-based administration. This means a service desk engineer can quickly deploy services and easily manage sophisticated data protection requirements for any customer.

Drive Profitability – Optimize efficiencies: reduce service ticket cycling and escalation, create less reactive noise, and optimize automation, resulting in lower operating and resource costs with higher profit margin.

Highlights

Why Standardize on ShadowXafe

- Right-fit for customers of all sizes and levels of complexity
- Drive service desk efficiency and maximize profitability
- Cater to various requirements with flexible platform
- Eliminate complexity with policy-based workflow automation
- Address multiple use cases and scale business at faster pace
- Powerful, differentiated functionality at SMB pricing

Maximize Profits

- Lower operating costs
- Higher productivity
- Reduce support tickets
- Efficient troubleshooting
- Shorter ticket cycles
- Faster staff on-boarding, training

Maximize Revenue

- Achieve simplicity & speed
- Focus on differentiated services
- Accelerate new services delivery
- Scale quickly as business grows
- Unify fragmented business processes
- Customize but automate & simplify

[1] ConnectWise report Managed services: the winners and losers in 2018

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Scale Easily. Save Time. Maximize Revenue.

ShadowXafe's plug and play capability and standardization of technologies makes it easy to bring in new customers and provision services rapidly.

Lower Resource Costs: ShadowXafe is built for MSPs, empowering growth of their customer base without having to increase service desk staff at the same rate. For example, with the same set of tools, partners can address multiple use cases from physical servers vs. virtual servers to on-premise vs. cloud to disaster recovery (DR) and SaaS protection etc.

Scale Rapidly and Seamlessly: ShadowXafe primes MSPs to scale their business at a faster pace. ShadowXafe allows accommodating additional data protection workflows and managing at scale with just a few clicks. Designed specifically for scalability, ShadowXafe's microservices-based architecture can deploy service nodes for an unlimited number of sites. This is seamlessly achieved using our centralized cloud-based management service, StorageCraft OneSystem.

Future-proof your Business: with an architecture that enables MSPs to be nimble and scalable, leveraging both microservices and containers. When standardizing on ShadowXafe, MSPs save time and generate more revenue as service engineers become efficient and can shift their focus on more profitable services.

Provide Automation Within Your Business Continuity Solution

ShadowXafe offers multiple options for disaster recovery (DR). Our integrated policy is inclusive of customer DR implementations. MSPs have the flexibility to easily replicate customer data from on-premises to StorageCraft Cloud Services (DRaaS), to the public cloud such as Amazon Web Services and Microsoft Azure, or to their client's offsite storage.

Greater Automation and Performance: with Cloud Services, helping MSPS and their clients reduce downtime costs and improve productivity. In just one single click, achieve total business continuity with a complete, orchestrated virtual failover to the cloud.

Simplify and Streamline Your Billing

ShadowXafe solves MSP billing pain points for customers with automated, consolidated billing through our PSA & RMM partners. Easily automate monthly billing, provide licensing and implement special discount and/or promotional programs. Additionally, ShadowXafe offers flexible billing that aligns perfectly with your business model, whether usage-based or recurring billing or a combination of both. StorageCraft boasts a dedicated partner program that offers partners enhanced upfront discounts and back-end rebates, training and certification opportunities along with best practices and thought leadership content.

Leave the Struggle Behind

Standardizing on ShadowXafe provides consistency in services, pricing and costs, better user experience, resolve tickets quicker, empower service desk engineers to be more effective, scale business faster, and ultimately increase profitability.

ShadowXafe Solution Brief

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