Jack Technologies Saves 75% with CloudBerry Managed Backup and Wasabi Hot Cloud Storage

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TECHNOLOGIES INC.
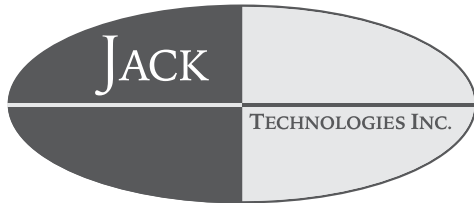
"CloudBerry's software and support paired with Wasabi's incredibly low-cost cloud storage is an impressive combination. We're a small business but now we can compete with anyone. We should have switched vendors a long time ago."

CHALLENGE

Provide fast, reliable and affordable managed cloud backup services to small and medium-sized clients

SOLUTION

CloudBerry Managed Backup with Wasabi Hot Cloud Storage

RESULTS

- 75% reduction in yearly cloud backup costs

- Increased margins with competitively priced solution

- Productivity boost with simple, streamlined management dashboard

- Increased confidence that clients' data is fully protected

Overview

Jack Technologies, Inc., a managed IT services provider in Toronto, Canada, chose CloudBerry Managed Backup with Wasabi Hot Cloud Storage to deliver fast, flexible and cost-effective cloud backup services to customers. Together, CloudBerry and Wasabi make it ultra-easy to back up critical customer data, all at an impressively low cost. The combined solution enables Jack Technologies to dramatically increase margins, build new revenue streams, and compete with larger managed service providers.

Business Challenge: Fast, Reliable Cloud Backup at the Right Price

Since 2010, Jack Technologies, Inc., (JTI) has offered cloud backup services to customers in the insurance industry, ranging from small business startups to medium-sized regional companies with multiple locations. "Customers like cloud backup because it protects them in the event of fire, theft, or flood," says Justin Andri, owner of JTI. "Tape backup was slow and inconvenient, and users would forget to change them or take them offsite. Failures were also increasing on local hardware, and transfer speeds via USB were slow."

JTI had become dissatisfied with their existing cloud backup solution vendor. Their prices spiraled ever upward and their support team was burdened with customer issues. "The cost was making it impossible to provide our clients with affordable backup services," says Andri. "[The backup vendor] didn't value our business. They kept trying to sell us other products through numerous calls and emails. And they locked us into a yearly contract regardless of how much we used their software and storage. It was time to find something better."

Solution: Wasabi Storage and CloudBerry Backup

JTI was serious about finding the right vendors this time around. The company tested over 20 different solutions, but most of them required the use of the vendor's own cloud storage at costs too high for JTI and their customers. Many solutions were slow or didn't have the features JTI needed to fully protect its clients—and the technical support in most cases was dismal or nonexistent.

Enter CloudBerry and Wasabi

Right away, JTI liked the simple but powerful interface and the reliability of the CloudBerry Managed Backup service. And they loved the low cost of Wasabi Hot Cloud Storage—about one-fifth of the price of other cloud storage vendors. The team was impressed by the solution's options and ease of use, as well as the fact that the CloudBerry support team was available when needed. "We had help from the trial phase right through to the end of our rollout," says Andri. "When we had questions or concerns, they were immediately addressed. We didn't have to wait days or weeks to get the right answers."

Results: Big Savings, Big Support, Big Win

Since implementing Wasabi Hot Cloud Storage and CloudBerry Backup, JTI has reduced its yearly cloud backup costs by a whopping 75%. The company has tested backup and restores in a wide variety of scenarios and CloudBerry has never missed a step.

They've even seen a boost in productivity. "With the CloudBerry dashboard, checking backup status saves our technicians time. Installing the product on a new server is very simple and upgrades are seamless," says Andri.

JTI says that the operational reliability, superior support, and low cost of the combined Wasabi-CloudBerry solution were the factors that won over the IT services provider. "At the end of the day, I need to feel confident that we are protecting our clients' data, and only CloudBerry and Wasabi gave us the confidence and support that we needed," says Andri.

ABOUT WASABI

Wasabi is the hot cloud storage company delivering low-cost, fast, and reliable cloud storage. Wasabi is 80% cheaper and 6x faster than Amazon S3, with 100% data immutability protection and no data egress fees. Created by Carbonite co-founders and cloud storage pioneers David Friend and Jeff Flowers, Wasabi is on a mission to commoditize the storage industry.

ABOUT CLOUDBERRY

Established in 2011 by a group of experienced IT professionals, CloudBerry Lab™ provides cross-platform cloud-based backup to businesses, MSPs, education, government, and for personal use. CloudBerry Lab's offerings include powerful, easy-to-use backup management capabilities and military-grade encryption using customer-controlled keys.

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