Managed service provider uses Quest® QoreStor® with Veeam, gets enterprise-scale support for data protection

IntelliSuite IT Solutions offers its customers on-premises Veeam backup and replication to Wasabi Storage Tier, with QoreStor as the backup storage target and for deduplication.

IntelliSuite

Country: **USA**

Industry: **Managed service provider (MSP)**

Website: **intellisuite.com**

When you're an MSP, protecting your customers' data through backups is one thing. Doing it efficiently is another.

IntelliSuite IT Solutions is an MSP serving primarily the healthcare, finance and manufacturing markets. One of the main services they provide is Veeam backup, to protect customers' data against loss or disaster. Depending on the customer's needs, IntelliSuite deploys Veeam from its own data center or on the customer's premises.

Looking for the ideal storage platform

"We were managing a Linux repository for storage," says Chad Hille, director of engineering for IntelliSuite. "We run on VMware wherever we can, with a VM for the backup software, which is a Windows instance, backing up to Linux-based storage. Our goal is to provide an air gap that protects the stored backup. But being in the business of maintaining, managing

About this case study

IntelliSuite uses Veeam and VMware for backup and replication, then stores their clients' offsite backups in a Linux repository. But they wanted to get out from the burden of maintaining, managing and securing the Linux environment.

Solution

The MSP deepened their engagement with Quest by licensing QoreStor®, Quest's enterprise-caliber software-defined secondary storage solution. They now enjoy not only the deduplication benefits of QoreStor but also a world-class vendor they can count on when storage issues arise with backup customers.

Benefits

- Reaped as much as 60-percent deduplication of backed-up data, reducing their customers' required storage and associated costs
- Adopted essential component of air-gapped backup solution
- Gained a technology partner to assist in supporting their Linux-based storage environment

Solutions at a glance

- Data protection

and securing the Linux environment just wasn't ideal for us. At the same time, we didn't want to keep our storage in Windows, either."

IntelliSuite already had a relationship with Quest, having licensed Rapid Recovery for backup. They told their Quest account manager what they were trying to accomplish and learned of the option of using QoreStor as a local backup target.

Formerly, IntelliSuite replicated from customer sites back to their corporate office. With time, however, they discovered that it was easier and more cost-effective to use Wasabi as their cloud storage tier.

Putting in place the air gap

IntelliSuite moved to a data protection model of local backup with Veeam, a local QoreStor storage target and Wasabi tiered storage for disaster recovery. The combination of Veeam, QoreStor and Wasabi played a big role in ensuring that IntelliSuite could stick with its core competence in data protection and managed services.

"We didn't want to continue managing the Linux installations independently," says Hille. "And, being entirely Windows-dependent with Veeam didn't fit our needs with regard to storage. So having the backup repository separate from Windows gave us the added layer of security."

For customer deployments where IntelliSuite uses QoreStor as the storage repository, the deduplication is provided by QoreStor rather than by Veeam. The MSP is seeing a range of deduplication rates from 30 to as much as 60 percent, which translates into big savings in storage space and, therefore, storage cost.

> ## " The reason we selected QoreStor was how quickly we were able to deploy our VMs in our Linux environment. It took us 5 mins vs 2 hours previously."
>
> *Chad Hille, Director of Engineering*
> *IntelliSuite IT Solutions*

"Generally, that benefit accrues to our customers," says Hille. "This solution lets them extend the life of their existing storage as they grow. And, when it's time for them to invest in more storage hardware, they face a lower capital expenditure."

Most of all, vendor support

Hille says that the deduplication and compression in QoreStor deliver welcome benefits. As the director of engineering for an MSP, however, he's most pleased that an enterprise-scale vendor like Quest has his back whenever he needs assistance.

"That's a key thing, having a vendor solution," he says. "We'd had good, long experience with Quest, and we were ready to have strong vendor support and backing for our data protection. We get regular QoreStor updates from Quest that we can manage and push out to our customers. We've always received a quick response from Quest Technical Support, so having this enterprise-class solution is important for us. We certainly see QoreStor getting the attention that you'd expect: the support, the roadmap, the communication. It's a solution that we've renewed for the next year, and we intend to keep moving forward with it."

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About Quest

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 migration and management, and cybersecurity resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.

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