

## MSP protects customers from costly data losses

Tarrant Technology Partners builds long-term relationships with its customers by slashing data recovery time from days to just hours or minutes with a Quest® data protection solution.



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*Craig Christopher, Partner,  
Tarrant Technology Partners*

### CUSTOMER PROFILE



<b>Company</b>	Tarrant Technology Partners
<b>Industry</b>	Information Technology
<b>Country</b>	United States
<b>Website</b>	<a href="http://www.tarranttech.com">www.tarranttech.com</a>

### BUSINESS NEED

To protect its customers' data and keep their businesses up and running, Tarrant Technology Partners needed a data protection solution that delivers reliable backups, easy granular restores and real-time replication for quick disaster recovery.

### SOLUTION

With Rapid Recovery, the company now protects 100–150 terabytes of data for 250 customers. A deleted item can be recovered in minutes, and a failed server can be restored in hours rather than days, with zero data loss. As a result, the IT team is saving four hours every day.

### BENEFITS

- Slashed server recovery time from days to hours, with zero data loss
- Enabled quick granular recovery of deleted items
- Reduced IT workload by four hours a day
- Protected 100–150 terabytes of data for 250 customers

### SOLUTIONS AT A GLANCE

- [Data protection](#)

Tarrant Technology Partners is a managed services provider (MSP) with deep roots in the greater Fort Worth, Texas, area. Since its founding in 2000, the company has been building long-term relationships with small to medium companies by providing high-quality, responsive IT consulting and systems integration services.

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#### **SLOW RECOVERY MEANS EXTENDED DOWNTIME FOR CLIENTS**

One of the key goals of Tarrant Technology Partners is to minimize downtime and maximize productivity for its 250 clients and their 2,000 end users. That was proving difficult with its previous backup and recovery solution.

“It didn’t supply granular restore capabilities, so it was difficult to recover a single email or calendar item that a user deleted by mistake,” explains Craig Christopher, partner at Tarrant Technology Partners. “Even worse, if a server failed, a client might be down for two or three days. For example, we needed to do a bare-metal restore (BMR) for a customer, and with the previous tool, it took three days to figure out that there was a conflict with the PERC card driver and get the server restored.”

#### **TARRANT WAS ON THE HOOK FOR PROTECTING TERABYTES OF DATA**

Tarrant Technology Partners knew that it needed a solution to deliver the level of service it is committed to providing. It found that solution in Rapid Recovery from Quest. Tarrant Technology Partners now protects 100–150 terabytes of customers’ data — and their businesses — with reliable backups, easy granular restores and real-time replication.

“Rapid Recovery helps us keep our clients as productive as possible,” notes Christopher. “With its granular recovery feature, we can easily restore any individual item that is accidentally deleted, so end users quickly have back the document or email they need to do their jobs.”

#### **TARRANT RETRIEVED FIVE YEARS OF CRITICAL DATA IN JUST TWO HOURS**

Moreover, clients no longer face days of downtime and lost business if a server fails. “We can ensure little to zero downtime for our clients using Rapid Recovery,” Christopher says. “We can restore a failed server in a couple of hours from backup, or failover to a virtual standby in just minutes.”

For example, Tarrant Technology Partners implemented Rapid Recovery on a dedicated disaster recovery server for an architecture firm. “The first week after implementing the server,” Christopher recalls, “a user accidentally deleted all AutoCAD drawings for 2005–2010 — roughly 200 gigabytes of data. With Rapid Recovery, we were able to recover all five years of data for them in a little over two hours.”

Similarly, Tarrant Technology Partners was able to quickly recover a SQL Server database containing critical financial data for a church. “Everyone breathed a big sigh of relief when we were able to restore the entire database in less than 10 minutes using Rapid Recovery,” notes Christopher. “Previously, it would have taken a couple of days at least, because I would have had to flip the whole image file into a VHD file, spin

#### **PRODUCTS & SERVICES**

##### **SOFTWARE**

Rapid Recovery

it up to the server, remove the database, copy it over and put it back.”

### **TARRANT CEMENTS LONG-TERM RELATIONSHIPS AND ATTRACTS NEW CLIENTS**

Providing such quick recovery and near-zero downtime enables Tarrant Technology Partners to earn the trust of its clients and cement the long-term relationships the company is known for. And it also helps Tarrant Technology Partners grow its business by attracting new clients. “We absolutely use Rapid Recovery’s quick recovery as a selling point when we are proposing service offerings to a new customer,” Christopher says. “Plus, Rapid Recovery is easy to deploy, so we are faster to market than ever before.”

### **SAFE, EASY HARDWARE UPGRADES FOR CLIENTS**

In addition to using Rapid Recovery’s near real-time replication to ensure quick recovery in case of server failure, Tarrant Technology Partners also uses it to provide safe, easy hardware transitions and upgrades for clients. “Often, clients are using hardware that is three or four years old, and they need a way to upgrade to new hardware without downtime,” explains Christopher. “With Rapid Recovery, we can create a virtual standby and switch over to it seamlessly with practically no effort. Since there’s no downtime, users don’t even know anything has changed.”

### **STORAGE SPACE SAVINGS OF 50 PERCENT AND IT WORKLOAD SAVINGS OF 20 HOURS A WEEK**

Tarrant Technology Partners is also reaping significant benefits from Rapid Recovery’s advanced compression and deduplication technologies. “We have achieved 50 percent storage space savings with Rapid Recovery,” reports Christopher. “We especially like that Rapid Recovery enables us to specify different retention periods for cloud data and local data. For example, we can keep a year of local backups and just

one or two weeks of backups in the cloud. That’s a huge space savings.”

Plus, the company’s 13-person IT team is now able to focus more of its time on critical projects rather than on backup and recovery. “With Rapid Recovery, we spend far less time restoring data and troubleshooting networks,” says Christopher. “The IT staff is saving four hours a day.”

### **WORLD-CLASS SUPPORT KEY TO CUSTOMER SATISFACTION**

Clients know they can depend on Tarrant Technology Partners, and Tarrant Technology Partners knows it can rely on Quest — not just for quality products, but for world-class support as well. “We have a great relationship with Quest,” says Christopher. “We’re extremely happy with the level of service and support.”

Partnering with Quest helps Tarrant Technology Partners live its three core values: service, trust and life balance. By using Rapid Recovery to minimize downtime and maximize productivity, the company serves its customers, earns their trust, and reduces the worry and workload of both customers and its own employees. As Christopher puts it, “With Rapid Recovery in place, we all sleep better.”

### **ABOUT QUEST**

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple-to-use, and they deliver unmatched efficiency and productivity. Combined with Quest’s invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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