Axcient

A Leap Ahead IT Offers Profitable, Reliable Backup and Disaster Recovery With x360Recover

This MSP standardized on a business continuity solution that is flexible, robust, and affordable enough for clients of all sizes.

A Leap Ahead IT provides managed services to more than 60 businesses in the Sacramento, California area. Standardizing on Axcient x360Recover has armed A Leap Ahead IT with a business continuity service that is flexible, robust, and affordable enough for clients of all sizes.

> " We realized that we were doing our clients a disservice by not bringing in a business-class BDR solution and explaining why it's so important. Axcient x360Recover has given us a sevrvice that all of our clients can afford and depend on.
>
> – Sean Harris, CEO, A Leap Ahead IT

Few things matter more to A Leap Ahead IT than preventing downtime from affecting business as usual.

"Deciding that you want to offer your clients a backup and disaster recovery solution — that's the easy part," says Sean Harris, CEO of A Leap Ahead IT. "The real challenge is selecting a BDR solution that can meet the expectations of your entire client base."

For years, A Leap Ahead IT had allowed clients to dictate their backup strategy.

"Our approach to backup was simply not strategic enough," says Harris. "One big problem was that we were letting clients choose what they wanted. Upfront costs were guiding their decisions, especially for the smaller clients, and we ended up supporting different backup services, including consumer-grade services and tape drives. It was a mess."

A Leap Ahead IT was fighting against the do-it-yourself mentality of clients and struggling to meet clients' increasing expectations and small budgets. The company first saw an opportunity to improve clients' backup strategies in 2014, when it started using x360Recoverto back up some clients' servers and critical workstations. x360Recover is an image-based backup software that is hardware-agnostic and OS-independent, and features chain-free backup technology, automated testing and screenshot verifications, data verification checks, and deep ConnectWise integration.

THE PROBLEM:

- Expensive BDR solutions proving incompatible with clients' existing hardware and budgets
- Clients using unreliable tape backups or consumer-grade backup services, increasing risk of failed recovery
- Multiple backup and BDR vendors increasing labor costs to manage different solutions

THE SOLUTION:

- Widespread deployment of an affordable and flexible BDR solution, matching the budgets and existing hardware of small and large clients
- Business-class BDR solution to replace rudimentary backups, improve RTO and RPO guarantees, and reduce management time
- Standardization on single vendor for backup, BDR, and file sync, minimizing the number of vendor relationships to manage and solutions to deploy

THE RESULTS:

- Making x360Recover an integral part of their managed services offering has allowed them to scale their business continuity practice and meet their clients' expectations for uptime
- x360Recover gave them a service that all of their clients can afford and depend on

> " Making x360Recover an integral part of our managed services offering has allowed us to scale our business continuity practice and meet our clients' expectations for uptime.

– Sean Harris, CEO, A Leap Ahead IT

"It was the most powerful backup technology we had come across at the right price point — we were sold on the software," says Harris. Unfortunately, without a dedicated cloud provider for x360Recover backups, the company was stuck vaulting client data to its own private equipment, which proved to be non-scalable and risky.

"The storage and disaster recovery component was not something that we wanted to manage, but at that time, we didn't have a choice," says Harris.

When Axcient introduced x360Recover, a bundle that includes x360Recover software and the massive cloud storage and recovery capabilities of the Axcient Cloud, A Leap Ahead IT began deploying the solution across its entire client base. To combat the do-it-yourself mentality of clients, A Leap Ahead IT is now bundling BDR with other managed services, making it a required service instead of a choice. Since Axcient x360Recover is competitively priced and can be installed on clients' existing hardware, the company has been able to overcome smaller clients' objections on price.

"We realized that we were doing our clients a disservice by not bringing in a business-class BDR solution and explaining why it's so important," says Harris. "x360Recover has given us a service that all of our clients can afford and depend on."

A Leap Ahead IT has used Axcient x360Recover to improve RTO and RPO guarantees for clients of all sizes. Smaller clients have benefited from the replacement of rudimentary backup technology. Larger clients have espe-cially benefited from the automated screenshot verification and data verification features offered by x360Recover, which have improved backup testing and reliability. A Leap Ahead IT plans to deploy x360Recover to all clients. In addition, by standardizing on Axcient for backup, BDR, and file sync, A Leap Ahead has minimized the number of vendor relationships it has to manage and solutions it has to deploy.

"Making x360Recover an integral part of our managed services offering has allowed us to scale our business continuity practice and meet our clients' expectations for uptime," adds Harris. "Everyone sleeps better at night."

Try Axcient x360Recover – Part of One Platform for MSPs to Protect Everything™
Start your free trial. axcient.com/trial-signup