

Mears Group Backs Up the Business Behind 450,000 UK Homes with AvePoint

Company Overview

Mears Group is a leading provider of services to the affordable housing sector, managing and maintaining over 450,000 homes across the UK. With a workforce of 5,000+ employees, Mears partners with central and local governments to deliver property management, maintenance, and broader housing solutions. Their mission extends beyond housing, focusing on long-term social, economic, and environmental well-being for communities, while ensuring high levels of resident satisfaction.

Location

United Kingdom

Industry

Construction

Platform

Microsoft 365

Microsoft Entra ID

Partner

Bytes Software Services

Key Highlights

- Expanded protection to include Microsoft Entra ID following a successful Microsoft 365 backup deployment
- Strengthened end-to-end resilience with unlimited storage, encryption, immutable backups, and air gapped security
- Minimal onboarding effort with an intuitive platform
- Enabled rapid recovery through granular restores of individual files, emails, and other critical data on demand

Critical Needs

- Extend cloud-based backup across the entire Microsoft 365 suite, including shared mailboxes
- Recover individual items, such as single files and emails, without broad restore operations
- Deploy a solution that is simple to configure and use, while delivering fast, reliable restores
- Prioritize scalability, security, and ease of management to protect data without adding operational complexity

The Challenge

As part of their digital transformation journey, Mears sought a cost-effective, user-friendly, and reliable cloud backup solution. Their existing setup lacked the granularity and flexibility they needed for modern operations. Specifically, they required:

- Cloud-based backup for the entire Microsoft 365 suite, including shared mailboxes.
- The ability to restore individual items such as files and emails.
- A solution that was simple to configure and use, while providing fast, reliable restores.
- Scalability, security, and ease of management, ensuring their data remains protected without increasing operational complexity.

The AvePoint Solution

Through Bytes' structured evaluation, AvePoint Cloud Backup was selected as the optimal solution. Bytes' Data Management Specialist, Poppy Corbould, and Account Manager, Judith Jordan, guided the process end-to-end, ensuring alignment with Mears' cloud strategy.

Outcomes

The adoption of AvePoint Cloud Backup for Microsoft 365 delivered immediate and lasting benefits:

- **Expanded Scope.** After recognising its simplicity, Mears extended the project to also include Entra ID backup.
- **Comprehensive Protection.** Unlimited storage, encryption, immutable backups, and air-gapped security provided unmatched resilience.
- **Ease of Use.** Minimal training requirements thanks to the intuitive platform.
- **Fast Recovery.** Granular restore options enabled quick recovery of files, emails, and other data.
- **Scalability.** Confidence to grow securely, knowing future workloads are protected.

With Bytes' support and AvePoint's technology, Mears has significantly strengthened backup resiliency, security, and disaster recovery capabilities, enabling them to move forward with their cloud-first strategy.

The Road Ahead

Mears is now equipped with a secure and scalable foundation to continue modernising its digital workplace. The success of this project has empowered them to explore broader cloud initiatives with confidence that their data and operations remain protected.

