



MSP MicroAge Regina Enhances Data Protection and Business Continuity with AvePoint Cloud Backup

Customer Profile

MicroAge Regina is an IT services company with 35 employees, serving small and medium-sized businesses. They provide IT solutions to various verticals, including law firms and other professional services.

Location

Saskatchewan, Canada

Industry

IT Services

Platform

Microsoft 365

Critical Needs

- Reliable data backup and recovery for Microsoft 365
- Seamless transition from previous backup provider
- Ability to meet customers' compliance requirements
- Restoration of complex site structures and permissions

Solution

[AvePoint Cloud Backup](#)

Success Highlights

- Seamless transition from previous backup provider
- Reliable backup and recovery for over 15,000 SharePoint sites for a customer
- Gained the capability to perform granular backups and the flexibility to choose where to restore their backups

The Challenge

MicroAge Regina faced significant challenges in managing and protecting their customers' data with the solution they were using, with its inability to consistently back up large SharePoint environments, leading to potential data loss and business continuity risks. "We had multiple issues with some of our larger customers that had more than 15,000 SharePoint sites. For a period of three years, we were unable to ever get a full backup completed on a consistent basis," David Westgate, MicroAge Regina's Chief Technology Officer said.

Because of this, MicroAge Regina tried other backup solutions to resolve the inconsistencies but did not have much luck.

"We needed a solution where we know we can restore any data point at any time for our customers," David said.

The AvePoint Solution

MicroAge Regina chose [AvePoint Cloud Backup](#) for its comprehensive and reliable backup capabilities, addressing the inconsistencies of their previous provider, offering reliable, full site backups, a seamless transition, and enhanced security. "AvePoint was the only reason we could make the switch so seamlessly, offering continuity for customers who chose to maintain existing backups during the transition period. Working with AvePoint to expedite the transition also provided peace of mind for us and for our customers," David said.

After doing mock disaster recoveries, MicroAge Regina saw the speed and granularity of backups, as well as the ability to choose where to restore backed up files. AvePoint's ability to ensure regulatory compliance for MicroAge Regina's customers in the legal, accounting, and professional services industries was also a key advantage.

"Since we entered into a trial period with AvePoint until our full adoption, we haven't had a single failure — that just speaks to the solution that AvePoint provides," David shared.

MicroAge Regina was also pleased with the training they got from AvePoint, allowing their front-facing sales team to be equipped with product knowledge that helps with having more clients on board. "AvePoint has a great platform that allowed us to learn and acquire the skills to position it with our customers. It's important for our sales team to gain technical knowledge in this structured manner," David said.

The Bottom Line

Through the seamless transition, reliable backup and recovery, and enhanced security that MicroAge gained from teaming up with AvePoint, the IT services provider is now more confident in delivering better value to their customers and growing their business.

"The AvePoint team worked closely with us to effectively run our backup transition without any interruption, and [AvePoint Cloud Backup](#) provided that peace of mind for our customers that their data remains safe. On our end, getting the assurance that our data is in the right place allowed us to sleep soundly at night," according to Jason Dittmann, President, MicroAge Regina.

Looking to scale further, MicroAge Regina is also looking into integrating data governance services for their clients. "Microsoft 365 Copilot will ignite a lot of conversations about data governance and making sure that people understand where their data is. We're looking forward to that new chapter as well, partnering with AvePoint to solve even more challenges as our industry evolves," Jason shares.



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**- DAVID WESTGATE,
CHIEF TECHNOLOGY OFFICER,
MICROAGE REGINA**



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