Managed IT Services Firm ONGC Improves Data Protection and Migration services in M365 and Salesforce with AvePoint

Customer Profile

ONGC Systems is a managed IT and consulting services business specializing in cloud technology, AI, automation, and modernizing workspaces. They believe that all organizations should have access to solutions that promote agile and optimzed operations whilst providing foundations to transform the way they go to market. For their customers, this is made possible by developing strong partnerships and aligning with their ambitions. ONGC promises to provide them with leading technology and a clear pathway to digitally transform their business and achieve their goals.

Customer Location
Brisbane, Gold Coast, Sydney

Industry
Managed IT services and consulting

Platform
Microsoft 365, Salesforce

Critical Needs
- Comprehensive backup and migration solution to meet evolving customer needs
- Technical support and robust partnership from vendor to build overall business
- Vendor consolidation to streamline business operations

Solutions
- AvePoint Cloud Backup
- AvePoint Fly

Success Highlights

- Replaced previous vendor with AvePoint, a more comprehensive data security solution providing granular and complete backups
- Expanded their business by partnering with AvePoint to acquire new leads and customer projects
- Manage 120 TB of data across customers' Microsoft 365 and Salesforce environments

The Challenge

ONGC supports a variety of customers with digital transformation and security needs like backup and migration. Today they handle 120 TB of data across their customers' multi-cloud Microsoft 365 and Salesforce environments. When ONGC came to AvePoint, they were experiencing significant challenges with their previous backup vendor.

According to ONGC General Manager Matthew Bristow, "Our previous vendor was quite limited, and we did not feel they were innovating with the market or our customer demands." When restoring data to an environment, their solution lacked the ability to run sophisticated and permission restores and would only run basic file backups. Matthew cites an example saying, "It was so challenging restoring SharePoint data because it would just restore the entire site, with no granularity."

They also encountered challenges due to a lack of specialized support, which was crucial for their operations. Matthew stated, "While we are hands-on with vendor solutions and natural problem solvers, expert advice is sometimes indispensable. Our teams needed the necessary support to best serve our customers, and we knew that finding a vendor who could provide this was essential."

To provide a complete service to its customers, ONGC had to elevate its migration solutions, with Matthew stating, "We needed a migration solution that could handle both on-premises-to-cloud and cloud-to-cloud migrations seamlessly without unnecessary processes."

That's when they opened conversations with their technology distributors, asking for advice on which software vendors could provide a better backup and migration solution. To their surprise, there was one vendor who could do both, and at a competitive price: AvePoint.

The AvePoint Solution

According to Matthew, "When we looked at AvePoint, it was immediately clear that they're leading the pack in what they have to offer. Cloud Backup allowed us to run granular backups for clients and to restore permissions from a certain point in time. It gave us more opportunities to explore what services we can provide to our customers."

Similarly, ONGC also saw increased interest from customers in getting migration services from them. Matthew shares, "People would come to us for things other than backup. We had customers reaching out saying: 'We've noticed you're using AvePoint products, can we get AvePoint Fly licenses and talk about a project together?'" The brand credibility AvePoint has was definitely an asset to ONGC and it has allowed them to expand their scope of work with existing customers to drive annual revenue.

As ONGC grows, they have received critical support from AvePoint to elevate their services. Matthew shared, "Whenever we've had a technical question or need help with selling a solution to a customer, we've always received excellent support. This is the type of invested partnership we were looking for from a vendor, and we got it with AvePoint."

In addition to technical support, ONGC has also been impressed with the partner development managers at AvePoint, who are consistently giving them new business and project leads. According to Matthew, "AvePoint has held their promise when it comes to being more than just a technology vendor."

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> *GENERAL MANAGER, ONGC*

The Bottom Line

Today, ONGC exclusively uses AvePoint for data protection and backup, as well as migration needs for customers. Working with one vendor to solve these related challenges – first, migrating data into Microsoft 365 or Salesforce, or even between clouds, and then, protecting said data within those environments – has been immensely helpful.

Outside of backup and migration, ONGC is also seeing more demand for services related to AI readiness and safe implementation, where they believe AvePoint solutions can help. The managed IT services company is now considering supporting customers with data lifecycle management through AvePoint Opus. According to Matthew, "We see a massive opportunity to help organizations prepare for and optimize AI, and AvePoint Opus can help us with that."

Looking forward to the future of ONGC's partnership with AvePoint, Matthew said, "I've been really impressed with AvePoint's ability innovate and keep up with the demand that we've been facing with our customers. We'd love to see our collaborative relationship with AvePoint grow and anticipate a successful future together."