

# SVA's Recipe for Customer Satisfaction and a Strong Partnership with AvePoint: Managed Services

**Customer Location**

Wiesbaden, Germany

**Industry**

Technology

**Platform**

Microsoft 365

**Solution**

- AvePoint Partner Program
- AvePoint Cloud Backup

## Customer Profile

SVA is one of Germany's leading IT service providers and employs more than 2,800 people at 27 locations. SVA's corporate goal is to combine high-quality IT products from leading manufacturers with SVA's project know-how, range of services, and flexibility in order to develop optimal solutions for customers. In addition, SVA offers a number of its own software products that significantly expand the possibilities of solution design.

## The Challenge

Modern work is never rigid but develops steadily and dynamically. SVA recognized this from the very beginning of the Microsoft 365 introduction and wanted to support its customers from then on in successfully shaping the digital transformation in their companies. The aspect of a managed service – the active support of IT solutions for the customer – was central for the independent service provider, especially in the area of cloud backup for Microsoft 365.

## The AvePoint Solution

To this end, SVA evaluated several IT vendors to identify a software vendor that offers the necessary technical functionality, innovation, and flexibility to ideally serve its diverse customer base. During the decision-making process, SVA also placed great emphasis on ensuring that the solution portfolio could keep up with a customer's digital transformation and adapt to growth.

"The broad coverage of backup across the entire Microsoft 365 suite is what won us over at AvePoint. In addition,

AvePoint shows new ways: The Teams chatbot for recovering lost data is easy to use by the end user and thus simplifies the restore processes for our customers," explains Martin Knols, Cloud Architect Managed Services, SVA.

Knols continues: "Over the last four years, we have been able to build a strong partnership. Our customers are very satisfied with the AvePoint solutions and the innovative spirit of the software manufacturer excites us. Thanks to the broad portfolio of solutions that cover the entire data lifecycle, we can also offer special solutions that cover all customer requirements."

## The Bottom Line

The partnership between SVA and AvePoint is characterized by mutual commitment.

"Our AvePoint contacts are quick to reach and support us at the right moment. We appreciate the uncomplicated way of working together and the short lines of communication, which have contributed significantly to the development of our successful partnership," says Bojan Kvočka, Partner Manager Microsoft Eco-System Partner, SVA.

Lena Yilmaz, Senior Partner Account Manager, AvePoint, praises the partner's commitment: "As a member of the Partner Technical Advisory Council (PTAC), SVA is involved in further development of AvePoint solutions. I'm thrilled to see how SVA continues to work to further solidify the expertise around AvePoint. The variety of AvePoint certifications on the team speaks for itself. It's great fun to work together, and we look forward to a successful future together!"