



The Instillery and AvePoint Partner to Deliver Cutting-edge, Reliable Backup & Recovery Services to New Zealand Customers



Customer Location

New Zealand

Industry

Information Technology

Platform

Microsoft 365

Critical Needs

- 100% cloud backup and recovery solution
- Fast, granular restores in Microsoft 365
- Easy configuration and use
- Safeguard customers against cybercrime

Solution

- AvePoint Cloud Backup

★ Success Highlights

- Comprehensive backup and recovery services for customers
- Accelerated customer onboarding, with seamless setup completed in just 1-2 days
- Simplified backup management with multi-tenant management portal
- Strong partnership facilitates knowledge sharing and benefits customers

🔍 Customer Profile

The Instillery is a premier IT & Security Managed Services Partner and Consultancy serving mid-market businesses in New Zealand. They provide end-to-end user and business support, advanced technology solutions, and robust cybersecurity services, utilizing extensive expertise typically found in larger firms, combined with the agility, flexibility, and personalized partnership approach of a specialized boutique agency.

⚙️ The Challenge

The Instillery knows the criticality of a good backup and recovery solution for its clients. This has become increasingly evident with the rise of cybercrime. "A single ransomware attack can cripple a company, bringing its operations to a grinding halt," explains Wilmar Sauner, Modern Work Team Leader, The Instillery.

This is where a robust and comprehensive backup solution becomes an essential lifeline, shielding clients from major disasters, both human-caused and technical in nature. Yet each client has a unique set of requirements, adding an additional layer of intricacy to the process; there's constant pressure to innovate and find solutions that address the needs of a diverse range of clients.

As Wilmar states, "We need a system that is secure, lightning-fast, reliable, and user-friendly. After all, managing backups should not be an additional burden for our clients."

💡 The AvePoint Solution

The Instillery found such a solution with AvePoint Cloud Backup. Cloud Backup is a comprehensive backup and recovery solution that works across multiple platforms, including Microsoft 365, Salesforce, Google Workspace, Azure, Power Platform, and Dynamics 365. The solution features unlimited built-in storage, encryption, flexible pricing plans, and more.

Wilmar says, "Our primary goal is to ensure a fast and powerful backup solution that keeps our customers happy. The true testament to AvePoint's success lies in our customers' experience. We've recently migrated several customers from other cloud backup solutions to AvePoint, and so far, we haven't received a single complaint, which speaks volumes about its effectiveness."

From day one, Cloud Backup fulfills The Instillery's need for speed and efficiency. With near-zero configuration and a user-friendly interface, it simplifies both the implementation and the backup process significantly. "Some backups have more than a hundred settings you need to figure out before you can even begin backing it up," says Wilmar. "With Cloud Backup, we can spin up a backup environment in a day or two and make any necessary adjustments as we go. It's what you want for your backup – efficient."

AvePoint further streamlines the management process with its Elements Portal, a multi-tenant management platform designed to enable MSPs to handle multiple clients seamlessly from a single portal. "We're big fans of Elements Portal," says Wilmar. "The intuitive interface and quick response times make it a breeze to handle customer inquiries. It's the kind of efficiency that allows us to focus on delivering top-notch service to our clients."

Once it's set up, Cloud Backup works. Its granular restore has emerged as a pivotal feature for The Instillery, revolutionizing the retrieval process by allowing them to pinpoint and recover the exact information their clients need within minutes without disrupting their environments.

A single search enables them to comb through multiple user accounts, including those of former employees, and quickly pinpoint and restore all associated content. The entire restoration process took approximately 17 minutes.

For The Instillery, backup and recovery is an ongoing process, not a one-time task. They actively engage with

their customers, providing regular service updates to instill confidence in the platform. As Wilmar Sauner emphasizes, "If you're not monitoring, no one finds out until it's too late that there was an error and you're missing information."

Cloud Backup's built-in dashboards and exportable reports streamline this monitoring process. With just a few clicks, they can navigate through all their customers and promptly assess the status of backups. Whether it's confirming backups' correct functioning or swiftly addressing any issues, they can effortlessly provide customers with peace of mind.

Wilmar sums it up: "From experience with other backup solutions, I can confidently say AvePoint has been a breath of fresh air. The previous solutions often felt overwhelming, burdened by a multitude of options and adjustments. Learning AvePoint, on the other hand, has been a smooth and straightforward process. Its streamlined approach eliminates unnecessary complexity, allowing me to focus on my customers' needs."

The Bottom Line

The Instillery's commitment to innovation and embracing new technologies to provide the best possible solutions for its customers is why AvePoint Cloud Backup is an ideal match for them. "AvePoint's technology consistently meets our customers' high standards," says Wilmar. It also evolves continuously, expanding its capabilities and adapting to new workloads, to ensure it remains at the forefront of technological advancements.

Moving forward, The Instillery plans to continue offering Cloud Backup to its customers. In fact, Wilmar says, "We're so confident in AvePoint as our primary backup solution that we're evaluating the possibility of including this solution in our standard managed services offering to ensure all future customers have a strong data backup solution."

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- WILMAR SAUNER
MODERN WORK TEAM LEADER, THE INSTILLERY

AvePoint Global HQ

525 Washington Blvd, Suite 1400

Jersey City, NJ 07310

TEL: +1.201.793.1111 | Sales@avepoint.com | www.AvePoint.com