

Simple, Well Supported, Reliable Data Protection— for Free!

TECHNOLOGY RESELLER INDUSTRY SUCCESS STORY:
Selectron Technologies
Eric Hagen, IT Support Technician

"The customer support is great, I like the user interface, and setup was pretty easy."

—Eric Hagen, Selectron Technologies



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Solution Highlights

Industry

- Technology Reseller

Protected Platforms:

- Windows

Competitors Considered

- Veeam
- Symantec Backup Exec

Challenges

- Unstable virtual machine

Solution

- Free version of UEB

Unitrends Benefits

- Easy setup
- Heterogeneous protection
- Reliable backups
- Customer support excellence

Customer Profile

The Some 400+ state and local governments recognize Selectron Technologies as a pivotal force in cost reduction and increased efficiency, made possible by the company's innovative voice, web, and mobile integration products. Partnered with industry giants that include Microsoft, HP, AT&T, Cisco, and NEC, Selectron equips its customers with fine-tuned solutions that optimize resources, streamline operations, and bump up revenue.

Selectron's solutions address an array of critical concerns for several channels of government infrastructure. For example, customers who retain Selectron to automate their building and planning operations find their inspectors spending significantly less time behind the desk, increasing those workers' time serving in the field.

Other Selectron-integrated technologies enable utilities customers to check account statuses and pay bills using interactive voice systems, and allow courts to manage registrations and fine payments online and through voice automation.

Among other factors that distinguish Selectron in the marketplace, the company's service to each of its customers over nearly two decades has earned them the Gold Independent Software Vendor (ISV) competency in the Microsoft Partner Network.

Challenges

As a large organization with extended business hours, serving a broad spectrum of customers and industries, Selectron can't afford to invest time worrying over its technology operations. But that's exactly what they found happening on a regular basis when backing up one rather errant virtual machine.

"We were looking to simply have some redundancy for that particular VM, as our environment is highly virtualized for our size, and we will likely need to buy a license at some point."

Benefits

They say the best things in life are free, and for Hagen, the Unitrends Enterprise Backup solution certainly qualified in that category. Having considered Veeam and found it falling far short of Selectron's data protection demands, he opted instead for the free download of UEB.

For the near-term, Hagen says Selectron needed only to establish backups for a machine running Hyper-V, "to the local drive now, as we don't want to backup/restore over our VPN."

Unitrends' flexible, free forever version gave the technology company entry into enterprise-class, scalable backup and recovery, matched to Selectron's immediate operational needs.

Interfacing Ease

One serious sweet spot for Hagen is the simplicity of the UEB interface. It provides the perfect, web-based visualization of the Unitrends-protected landscape. By consulting UEB at a glance, Hagen can quickly assess statuses and institute schedules as needed for full or incremental backups. And, if they decide to expand Unitrends protection to other systems, Selectron can drag-and-drop these to a



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“Unitrends potentially saved us many hours of manpower and capital, or rather it will if/when that VM crashes.”

– Eric Hagen,
Selectron Technologies

scheduled backup, create a new schedule, or execute a one-time-only backup of any of their systems.

Backup Reliability

Selectron’s chief concern with its backups, pre-Unitrends, stemmed from the lack of reliability their legacy solution provided. After all, creating and maintaining backups should provide a sense of assurity, not uncertainty. Before UEB, Hagen was not quite confident they had one of their systems adequately covered. Making the switch to Unitrends gave Selectron that peace of mind.

Relentlessly Supportive

Hagen notes, “As of right now the free version is sufficient.” That is, Selectron identified the need for a quick, stop-gap solution to a problem that had been haunting their IT operations team. But that didn’t stop Unitrends’ customer support from rolling out the red carpet for Selectron Technologies. To Unitrends, all customers are valued equally.

Safe and Sound

In a perfect world, operations would always run smoothly and the word “disaster” would have no meaning. In the absence of such perfection, Selectron has set a course of data protection that includes Unitrends—one that, as Hagen reflects, is a serious savings of “manpower and capital”.

About Unitrends

Unitrends delivers award-winning business recovery solutions for any IT environment. The company’s portfolio of virtual, physical and cloud solutions provides adaptive protection for organizations globally. To address the complexities facing today’s modern data center, Unitrends delivers end-to-end protection and instant recovery of all virtual and physical assets as well as automated disaster recovery testing built for virtualization. With the industry’s lowest total cost of ownership, Unitrends’ offerings are backed by a customer support team that consistently achieves a 98 percent satisfaction rating. Visit www.unitrends.com.

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