



# Nexstor launches fully-managed backup service with Arcserve UDP

## CLIENT PROFILE



**INDUSTRY:** IT services

**COMPANY:** Nexstor

**EMPLOYEES:** 13

Nexstor is a UK-based data storage and backup expert, providing end-to-end services and products to help businesses manage their data. Its highly-skilled team has more than 15-years’ of experience with data platforms and offers high quality services to customers.

## PROBLEM

Working on the front line of data management, Nexstor helps customers address challenges from ageing backup systems and accidental data loss. It identified a gap in the market for a private cloud backup and recovery solution to help customers simplify data protection.

## SOLUTION

NexProtect is a comprehensive hybrid-cloud back up and disaster recovery service powered by Arcserve UDP. Each client has a dedicated on-premise appliance, with backups then replicated to Nexstor’s secure private cloud for an additional layer of protection.

## RESULTS

NexProtect customers enjoy a cost-effective, fully-managed data backup and recovery service, configured to meet their business needs. By combining the Arcserve solution with Nexstor’s private cloud, customers get a service that is both fast and reduces the risk of data loss impacting their business.

## THE PROBLEM Helping customers to simplify data management

Nexstor has been providing business-critical data storage and recovery solutions to businesses since 2004, and its 13-strong team is well-versed in the challenges facing its customers.

“From ageing backup systems and human error to failing recovery points, we know what our customers are up against, and we know how serious the impact can be when backups don’t go to plan,” explains Troy Platts, Director at Nexstor.

And when data management goes wrong, it can mean game over for businesses, with 60% of companies shutting down within five months of a major data loss.



“We discovered that while half of IT managers do have a backup solution in place, up to 75% of them were not able to restore all of their lost data, and with 20% of SMEs suffering a critical data loss every five years, we wanted to offer our customers a fully-managed, robust disaster recovery solution,” says Rob Townsend, Director at Nexstor.

To compliment the skill and knowledge of its staff, the company needed a backup and recovery solution it could manage remotely and integrate seamlessly with its private cloud environment, while still giving customers the security and speed of an on-premise solution.

## THE SOLUTION Fully-managed, hybrid cloud backup and recovery

Nexstor evaluated the vendors on the market, before partnering with Arcserve to include Arcserve UDP as part of its NexProtect service.

“We’ve worked closely with Arcserve before and always been impressed by the level of support and quality of its products,” comments Townsend. “Arcserve UDP offers a complete package for backup and data recovery from one interface, including the ability to replicate data to our private cloud.”

NexProtect is a fully-managed backup and recovery service now powered by Arcserve. Nexstor installs a NexProtect appliance on-site for its customers, which then backs up all company data.

Using the company’s dedicated 100Mbps/1Gbps network bandwidth, data is deduplicated and encrypted and replicated to Nexstor’s secure Tier 4 data centre.

“Having hardware on-site means client data can be recovered instantly, while the replication to our data centre ensures there’s an additional layer of protection if there was an such as a flood or fire that impacted on-site technology,” confirms Platts.

### Protecting two petabytes of data for the British Library

When the British Library was looking for a fully-managed and flexible backup solution for its multi-OS environment, Nexstor’s comprehensive NexProtect solution and transparent pricing model clinched the deal.

Today, NexProtect manages more than two petabytes of data, including user data, file data, applications and databases. “We were so impressed with the speed of deployment and the features NexProtect offers that we quickly doubled our capacity on the platform,” said Nick Newton, at the British Library.

## THE RESULTS Taking the risk out of data management

By partnering with Arcserve, Nexstor can offer its customers a comprehensive backup and recovery service at a competitive price.

“We set out to build a service to address the challenges that our customers were facing every day, and Arcserve UDP is now an integral part of our NexProtect service,” said Townsend.

### With Arcserve at the core, NexProtect provides:

- **PREDICTABLE BILLING** – customers do not incur charges for egress or failover into the NexProtect Cloud, and can restore unlimited data. Organisations with significant volumes of data receive a very cost-effective service.
- **SECURITY** – with dedicated hardware at both the customer and cloud side, there are no security concerns relating to shared infrastructure.
- **FAST RECOVERY** – onsite appliances provide instant data recovery, while the off-site copies enables applications to be spun up in the event of a disaster without costs escalating.
- **CLOUD PORTABILITY** – with no cloud lock in, data is delivered back to customers at the end of the contract and support provided to help them migrate to their new service.



NexProtect Appliance. Powered by Arcserve UDP, offers a complete package for backup and data recovery from one interface.

– Troy Platts, Managing Director



- **UK-BASED, 24X7 TELEPHONE SUPPORT**
- **MULTIPLE DEPLOYMENT OPTIONS** – including on and offsite, fully- or semi-managed or simple resell
- **MULTIPLE BILLING OPTIONS** – Including paying monthly, quarterly, annually or for several years in advance.

As Platts concludes, “Our NexProtect business is very popular with customers and is growing quickly, so our partnership with Arcserve is going from strength to strength. Together, we can offer customers peace of mind and take the risks and day to day management out of data protection.”



Together with Arcserve, we can offer customers peace of mind and take the risks out of data protection.

– Troy Platts, Managing Director



For more information on Arcserve, please visit [arcserve.com](https://www.arcserve.com)