

Progressive Computing

"Adopting new technologies can be painless and profitable. Our experience with eFolder proves that."
Ugo Chiulli, Chief Visionary Officer, Progressive Computing

Business Challenges

Labor-intensive and expensive tape backups, diminishing profit margins as data sets grow

Slow tape recovery, straining clients relationships and damaging credibility

Backups without off-site protection, putting clients at risk of total data loss and business failure in the event of a site-wide disaster

Results

Automated and reliable file-level backup and BDR solutions, reducing labor costs and ongoing investment

Ability to recover quickly and completely in the event of a disaster or outage, restoring client confidence

Cloud-based backup and disaster recovery, providing multiple recovery options for everyday and site-wide disasters

Progressive Computing is an IT consulting firm providing managed services to clients in the New York City area. Today, eFolder Backup and eFolder BDR for ShadowProtect help Progressive Computing protect more than 50 companies and 800 end users from costly downtime and data loss.

For managed service providers, survival depends on keeping up with the latest technology trends.



Ugo Chiulli, Chief Visionary Officer, Progressive Computing

significant decision involved moving clients away from outdated tape backups.

Progressive Computing was experiencing pain from all angles due to tape backups. From a cost perspective, the company was dealing with the labor involved in performing and checking the tape backups nightly. Additionally, growing data sets meant sometimes spending thousands of dollars to replace tape drives or buy new ones. Finally, there was growing concern for not having off-site backups and the ability to recover client data in a timely manner.

"Assuming the tape backups were good, it could take weeks to actually recover client data," says Chiulli. "Worse yet, if the client didn't have regular off-site backup, a disaster would have wiped them out."

Progressive Computing started to look for new backup and disaster recovery solutions that could lower their costs and help them meet their commitments to clients. Initially, they were discouraged by the high prices charged by vendors. The company did not want to absorb high upfront costs or vendor lock-in with hardware and long-term commitments. Moreover, Progressive Computing was looking for a modern and capable solution designed specifically for IT providers.

In 2011, Progressive Computing came across eFolder through mutual involvement in HTG Peer Groups, a community of nearly 350 IT service provider companies. Well over half of the member companies in HTG partner with eFolder.

"If you're using old technology, you're either going to lose relevance with clients or sink your profitability because of costs," says Ugo Chiulli, Chief Visionary Officer at Progressive Computing.

Over the course of the company's 23-year history, Progressive Computing has gone through its fair share of technological change. One

"Coming across eFolder in a partner-centric community and hearing companies like ours attest to why it's a good idea to partner with them undoubtedly played into our decision," says Chiulli.

In March 2011, Progressive Computing partnered with eFolder on two solutions, eFolder Backup and eFolder BDR for ShadowProtect. eFolder Backup is a file-level backup service designed for businesses. eFolder BDR for ShadowProtect is an end-to-end business continuity solution that includes ShadowProtect software, massive amounts of cloud storage, and disaster recovery capabilities.

The company has used these two solutions to replace tape backup with clients. For clients that have higher tolerance for downtime and data loss, Progressive Computing deploys eFolder Backup. Clients that need to recover within minutes or hours have eFolder BDR for ShadowProtect deployed. Both solutions back up data off-site to the secure eFolder Cloud, which enables multiple recovery options.

Already, Progressive Computing has saved a client, a commercial bakery specializing in cannoli, using eFolder BDR for ShadowProtect. The bakery, which had \$10 million worth of equipment, went up in flames.



Thanks to eFolder BDR for ShadowProtect, Progressive Computing's bakery client was able to get up and running quickly within an hour

"They had Office files, customer business applications, production software running on SQL, a Goodlink server, and more. If we had depended on tape, the client would likely have gone out of business," says Chiulli. "With eFolder BDR for ShadowProtect, we were able to recover their computing environment in less than an hour while they rented facilities from a local bakery. We saved their cannoli."

Deploying eFolder Backup and eFolder BDR for ShadowProtect across clients has helped Progressive Computing eliminate the costs associated with traditional tape backups. In addition, the company regularly earns 50% gross margins on eFolder backup services.

"Adopting new technologies can be painless and profitable," says Chiulli. "Our experience with eFolder proves that."



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