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R1Soft SUCCESS STORY



Marcio Fernandes
IT Manager
InfoLink

InfoLink Achieves 40 Percent Increase in IaaS Revenue with R1Soft Server Backup Manager

Brazil-based hosting provider InfoLink brings more than 19 years of IT experience and specialized support to its growing customer base. The company offers a number of services, including Web hosting, cloud services, network monitoring, virtualization and more – and they depend on R1Soft Server Backup Manager (SBM) to uphold its Service Level Agreements (SLAs) and ensure backups execute successfully.

“Since adopting Server Backup Manager, we’ve seen a 40 percent revenue increase in our Infrastructure-as-a-Service (IaaS) offerings, and an additional 20 percent increase in our Disaster Recovery services,” says Marcio Fernandes, IT Manager at InfoLink. “R1Soft isn’t just a vendor or an application – they’re a true business partner.”

R1Soft is recognized as the leading commercial backup software for Web hosting providers, and the company’s Server Backup Manager software offers the fastest, most scalable server backup for both Windows® and Linux® platforms in private and public clouds.

InfoLink has worked with a number of different backup solutions throughout its history – but as the company has evolved, its existing offerings simply weren’t powerful enough to meet the company’s growth plans.

“Before R1Soft, our backup solution was unreliable, difficult to manage and didn’t offer the performance we needed to successfully support our customers,” recalls Fernandes. “We began searching for a new solution and came across R1Soft during our research process. We ran a trial as a proof of concept – and once we saw the platform’s capabilities, we quickly moved to a production environment.”

Fernandes found the platform very easy to adopt and setup, and hasn’t looked back since.

“We’ve truly had the best possible experience with R1Soft with very few challenges or barriers to entry,” he notes. “Today, we’re supporting 1,000 cloud servers with mission-critical SLAs that demand low RTO (Recovery Time Objectives) and RPO (Recovery Point Objectives) – and we’re consistently seeing excellent results, whether we’re conducting individual file recovery or bare metal restores.”

“It would’ve been impossible to scale our business as we have without a backup solution that effectively protects client data and offers features like deduplication and compression to minimize disk space utilization,” Fernandes adds. “R1Soft provides all of that, along with simplified management and ease of use through the platform’s Web interface – it’s so intuitive that today we’re responding to support requests in about one third of the time we required in the past.”

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Server Backup Manager employs industry-standard AES-256 encryption to ensure data is protected both at rest and in transit and leverages Continuous Data Protection™ technology which intelligently identifies deltas at the block level and only backs up those files which have changed since the last incremental backup.

And in addition to helping InfoLink provide its customers with greater service and support, R1Soft has also helped the company drive down its costs.

“We previously had to add backup costs into the price of our services when presenting them to customers,” says Fernandes. “R1Soft has really helped us reduce our operational expenses, and we’re passing those savings along to our clients.”

Looking ahead, the team at InfoLink is excited about what the future holds – and Fernandes knows R1Soft will continue to play a critical role as they look to further expand its offerings and bring on new clients.

“We’re continuing to expand our relationship with R1Soft, and soon we’ll be bringing on additional agents to continue growing our Disaster Recovery service. Before R1Soft, our operational costs were too high to even offer DR to our clients.”

About InfoLink

InfoLink is a Brazilian hosting company focused on Infrastructure as a Service (IaaS) and managed services offerings. We have a team of certified experts in infrastructure solutions, disaster recovery and backup, security services, and data centers. Our vision is to be the best technological solutions partner for our customers.

About Marcio Fernandes

An expert in various cloud ecosystems, Marcio Fernandes works to evangelize cloud computing in small and medium-sized enterprises, encouraging cloud adoption as a way of increasing efficiency, reducing costs and building a competitive advantage. Fernandes has a Bachelor’s Degree in Information Systems, and an MBA in Strategic Information Management from COPPE/UFRJ.

INFOLINK»

Company

InfoLink
Rio De Janeiro, Brazil

Website

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Business Challenge

InfoLink needed a cost-effective backup platform that provided the ease of use, scalability and powerful feature set needed to support its Service Level Agreements and meet strict recovery time and recovery point objectives.

Solution

R1Soft Server Backup Manager (SBM)

Results

Since deploying Server Backup Manager, InfoLink has achieved a 40 percent revenue increase from its Infrastructure-as-a-Service offering and a 20 percent revenue increase from its Disaster Recovery offering.

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2 Success Story: InfoLink with Marcio Fernandes

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