



Recognised as a winner of Veeam's global innovation award, Probax offers its MSP channel partners a multi-vendor, multi-tenant platform with intelligent and automated cloud data protection solutions including Backup as a Service (BaaS), Archive as a Service (AaaS), Disaster Recovery as a Service (DRaaS), Software as a Service (SaaS) Protection and more.

SUCCESS STORY

Anittel uses Probax to protect their clients' data in the cloud

Company Name

ANITTEL

Location

12 Metro and Regional Offices Australia-wide

Type of Business

IT Consultancy

Services

Managed IT Services, Professional Services, Hardware & Software Procurement, Cloud Services, Business Telecommunications

Anittel

Anittel is an award-winning leader in the IT, telecommunications & cloud space, providing services to organisations across regional and metropolitan Australia.

Anittel's broad solution range, coupled with highly skilled and personalised support, enables the firm to offer an end-to-end solution which is highly sought in the market. Anittel also has a strong presence across a spectrum of industries, ranging from education, health, medical, local government, professional services, accounting and finance.

THE BRIEF

Ensuring business continuity has always been a major component of Anittel's managed solutions.

After offering an in-house cloud backup and disaster recovery solution for several years, high costs, insufficient reliability and a lack of reporting functionality led Anittel's management towards a rethink, ultimately deciding to engage a dedicated cloud services provider to partner with.

Michael Jolakoski, Operations Manager for Anittel, identified Probax as the solution for offering their clients reliable, cost-effective backup and disaster recovery services. Michael and his team put Probax under the microscope for 6 months and were impressed with how Probax reduced complexity, the level of service and the detailed reporting available to Anittel and its end customers.



CHALLENGES

As a tier-one solutions provider, Anittel needed a reliable data protection solution that would deliver more sophisticated reporting functionality and increased efficiencies of scale for the team.

The solution needed to address the following issues:

01

SOPHISTICATION

Customers were demanding more detailed reporting, testing and shorter RPO and RTO windows

02

RELIABILITY

Need to replace the in-house product with a more automated, reliable solution

03

HIGH COST OF CLOUD

The team were looking to reduce labour costs related to managing backups

04

PRICING MODEL

Move from CapEx for expensive backup infrastructure to a scalable & flexible OpEx model



THE SOLUTION

Having been thoroughly impressed with the results of their 6 month proof of concept, Anittel began migrating its data protection services from its internally hosted solution to Probax. At the same time, Anittel moved from their legacy backup software provider to Veeam. Using a combination of Veeam software, Probax Backup as a Service (BaaS) and Archive as a Service (AaaS) solutions, Anittel was able to achieve Hyper-Availability for all virtual, physical and cloud based workloads - all from a single management console.

The ability of Veeam and Probax to provide a reliable service, while simplifying their existing data protection systems allowed Anittel to better monitor and manage their data protection solutions, and self-provision Veeam licenses, creating greater efficiencies of scale for the team. In addition, they no longer had to dedicate engineering staff to troubleshoot and prop up their aging and often unreliable internal solution.

This meant the Anittel team were able to benefit from:

01

SIMPLIFIED MANAGEMENT

Management of all data protection solutions from Probax's multi-tenant console - Probax Control

02

PROVEN RECOVERY & STABILITY

Automatic recoverability testing of every backup, with email reporting

03

INCREASED EFFECTIVENESS

Probax automation and intelligence reduces time spent on maintenance and fixes

04

LOWER COSTS

Highly competitive cloud data protection solutions and licensing

THE OUTCOME

For Anittel, becoming a Probax channel partner has resulted in:

- Simplification - Streamlined management and enhanced visibility across all client backups, single point of contact at every Anittel site for technical support and backup recovery
- Efficiency and Cost Reduction – A significant reduction in the total cost of ownership thanks to Probax's highly competitive wholesale pricing and better use of engineering resources
- Modern & Reliable Backup Architecture - Highly available and redundant cloud infrastructure means customers have peace of mind
- Industry-leading support - With a Net Promoter Score (NPS) 2.8x the industry average, Probax is keeping customers like Anittel satisfied with agile and responsive support

22%

Veeam Licensing
COSTS REDUCED



330+

Engineer Hours per Month
TIME SAVED



93%

Backup Related
ISSUES REDUCTION



THE RESULT

With Probax, Anittel has been able to reduce its cost base for its Backup as a Services (BaaS) and Archive as a Service (AaaS) offerings whilst improving the level of sophistication, reliability and end user satisfaction.



"We couldn't be happier with Probax. Everyone from the helpdesk staff to the CFO has seen a marked change in the data protection solutions we deliver to clients."

MICHAEL JOLAKOSKI

Operations Manager WA at Anittel