CARBONITE

Carbonite partner Btech pairs data backup with managed security service

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Lee Bird, President, Btech

When Btech was founded in 1989, says President Lee Bird, its chief aim was to design and implement efficient, secure networks. Back then, that applied to clients in a variety of industries. But Bird's team came to realize that one key to the company's success would be developing strong knowledge of—and solutions for—the needs of a particular industry. For Btech, that became financial services.

Its client base now consists primarily of credit unions, banks and financial trusts. And while its services continue to include both remote and onsite network monitoring and management, today Btech's main focus is on security. The company describes itself as a managed security service provider.

Every industry faces mandates for dealing with data: federal, state, intra-industry, even international. And each company must develop its own policies and procedures for complying. Bird says that data security came under intense scrutiny post-9/11, and he foresees additional requirements stemming from the financial crisis that began in 2008. The specifications for privacy, security, access and retention, archiving, et cetera, are complex. "There's a lot to know," says Bird, "and clients appreciate that your knowledge of their industry helps them deal with their particular challenges. Our expertise gives us an advantage."

Btech's specialists implement and test managed security services including firewall, intrusion prevention, patch management and secure email using best-of-breed technology. The company's managed security services include 24x7 monitoring, proactive response, and detailed reports that not only validate Btech solutions but satisfy compliance requirements as well. Says Bird: "Companies are audited every year, and almost every year examiners have some new primary focus, such as patch management or intrusion detection and prevention. And that includes not just implementation, but sophisticated reporting."

When it comes to data protection, examiners want to see encrypted solutions, and also a secure method for transporting data offsite for disaster recovery purposes. Btech passes muster with flying colors through a combination of managed services and Carbonite data protection solutions.

Btech

Company name
Btech

Headquarters
Pasadena, California

Industry
IT security services

Business environment
Btech specialists implement and test managed IT security services for the financial industry.

Implementation team
Btech IT staff

Partnering with Carbonite for mutual success

Ensuring secure, reliable backups with high availability has long been a bane of IT departments, largely because they've traditionally relied on time-consuming taped-based methods. But when Bird first encountered Carbonite technology, he knew it could solve this persistent problem.

"I knew right away that the solution was right for our clients. I was sold quickly on the technology and the people in the company," Bird recalled. "Within a week we were signed up as a partner. And I appreciate that this is a true partnership. I get treated the same way I try to treat my own clients."

Today, Bird says, disk-to-disk backup is recognized as an established technology with Carbonite leading the market. He appreciates that Carbonite provides highly dependable technology with robust, end-to-end security and encryption. He also likes the fact that Carbonite is committed to continually developing and improving its solutions.

The Carbonite team has been a pleasure to work with, said Bird. He went on to say that his team has a strong relationship with its channel manager, who offers guidance when needed. The technology has grown more complex—with support for VMware and replication, for example—but Bird's team is always notified promptly when changes are implemented.

Carbonite innovation is reflected in the fact that its solutions made it easy to accommodate clients' needs. Btech offers a mix of support, providing it directly to some clients and relying on the Carbonite customer care team in others.

Bird likes the fact that when his clients call the Carbonite customer care team, they quickly reach experts who truly understand the technology. "It's rare that you're on hold for more than two minutes," he says.

For Bird, sales support is a strong point too. "It's easy to sell because Carbonite solutions are known for being state of the art. They really do 'just work.' It isn't often that you can say that about technology and then back it up." Bird makes the point that Carbonite makes it easy for partners to be successful: "They've done a really good job with things like postcard mailings, and allowing us to cobrand just about anything. As a small business owner, I don't have resources for those things, so that's been huge."

Clients win too

Bird cites the ease with which Carbonite solutions improve his clients' environments. "Ventura County Credit Union (VCCU) is a good example. They're a mid-sized credit union that is growing, and we originally worked with them providing managed security services. They were not completely satisfied with their processes for getting servers backed up and their data sent offsite for disaster recovery purposes." That was especially important since VCCU's offices all reside within California's earthquake fault zones.
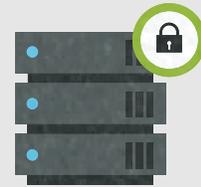
Goals

- Centralize backup and recovery
- Increase backup and restore speeds
- Migrate from tape storage to disk-based storage
- Create co-location site for disaster recovery

Results

- All stored data backed up
- Delivered end-to-end disaster recovery
- Admin time slashed
- Backup and recovery times significantly reduced

The credit union was dealing with other data protection challenges as well. VCCU's data set had grown, and this sheer size created long nightly backups. Recovering data quickly had also become a need. Creating a secure, reliable means to back up and restore VCCU's physical and virtual servers—most critical being its Symitar Episys core processing system—was key to the IT solution. All business-critical components of that mix needed appropriate backup-and-restore provisions to ensure satisfying regulatory mandates for privacy, security and retention.

DR was a critical need as well. The credit union had to create a bulletproof system for replicating data to a location far enough offsite that a natural disaster could be ridden out with minimal business disruption. To deliver controlled expenses, any new data protection solution would have to be cost-effective and serve to reduce the resources allocated to data protection.

Bird knew that VCCU's solution was based on tape, so it was easy for him to envision how a combination of Carbonite solutions would not only solve the disaster recovery problem, but speed restores and save money. "I remember being in their office with a pencil and paper, drawing out how a Carbonite solution would work. They'd get backup for each office, disaster recovery—all the benefits they needed. They also had communicated to me the constant expense of buying tapes, and that they knew that tapes wouldn't easily satisfy the encryption and other compliance requirements they faced."

The solution was easy to design, and easy to sell. "We ended up putting in two main vaults and multiple agents covering everything from Windows® and Exchange to SQL and VMware. One of the things that's so satisfying about that installation—and I hear this a lot—is that VCCU has been very vocal about how satisfied they are, that the product does everything we told them it would. We're talking already about future implementations as their environment continues to grow.

Contact Btech to learn more:

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