

Case Study

Highstreet IT Solutions Confidently Expands into Cloud Services with Asigra Data Protection



- New Cloud Division required multi-tenant, encrypted backup and disaster recovery for clients in wide range of industries
- Asigra Cloud Backup provided easy-to-manage vendor-agnostic solution
- Inclusive licensing structure and flexible backup capabilities ensure Highstreet can simply and cost-efficiently protect data from any source



SUMMARY

In 2013, fast-growing Highstreet IT Solutions sought to expand into managed services with a new Cloud Division. Architected with a comprehensive slate of technology infrastructure partners to support enterprise requirements from any industry, Highstreet's Cloud Division needed a cloud backup and recovery platform flexible and powerful enough to protect any data source. Asigra proved to be an ideal partner in its business growth, providing the capability to securely isolate customer data within the data center, and an agentless platform that improves efficiency. But the key element was its licensing structure: Asigra offered Highstreet a single license based on storage capacity that covered all data sources, eliminating any per-node licensing or costly additional point solutions.

BACKGROUND

Founded in 2011 by a Denver-based executive team with more than 20 years experience in systems integration, Highstreet IT Solutions has grown quickly, acquiring companies in Long Island, NY and Virginia to today become a 250-person operation with a national presence.

From its outset, Highstreet specialized on the needs of companies with ERP systems such as Oracle, PeopleSoft and SAP, providing full lifecycle consulting support services that includes implementations, technology integration, application management, and change management services. Through acquisition, Highstreet also expanded into managed services and now serves customers in a broad range of industries, from aerospace and defense to energy, financial services and retail.

BUSINESS SITUATION

With storage, compute and networking quickly becoming commoditized, Highstreet saw an opportunity to expand into a new line of business. In 2013, it formed a strategic initiative to invest in infrastructure and deliver IT solutions via an IaaS-like hybrid cloud.

Highstreet's new Cloud Division was architected using converged infrastructure technology from a comprehensive list of leading vendors: Cisco, Hewlett Packard, Dell, EMC, CA Technologies, Red Hat, NetApp, Symantec, Landesk,

HIGHSTREET IT CLOUD DIVISION

- 100,000 square-foot data center facility in Long Island, NY
- Paired Disaster Recovery DC in Denver, CO
- Offers full range of managed services from hosting & infrastructure management to application operations and software support
- Clients from retail, healthcare, legal, financial public sector and higher education sectors

VCE Technology Service, and F5. It signed on with the Microsoft Services Provider Licensing Agreement (SPLA) program; the VMware Technical Solutions Professional (VTSP) program; the Kaspersky Labs Partner Program for anti-virus. It also deepened its Platinum-level partnership with Oracle.

The extensive technology partnerships have allowed Highstreet engineers to design and deliver purpose-built private cloud infrastructure services directly relevant to each client's industry or compliance requirements.

But in order to provide effective and dependable private cloud IT solutions, Highstreet also needed a highly reliable and cost-efficient way to back up its clients' environments.

"We needed a backup and disaster recovery platform that not only performed well," says Jeff Conaty, Vice President of Highstreet's Cloud Division, "but we also required something that had custom isolation of datasets."

In Highstreet's architecture, each client's private cloud would be logically separated from the others, via network VLANs, firewall technology, load balancer reverse proxy, and encryption in-flight and at-rest. Its data protection platform needed to work with all of those systems. "So we needed a centralized backup that we could use across multiple customers, and we needed it encrypted," explains Conaty.

"We needed to be able to securely isolate customers' data."

Security and compliance were top priorities in Highstreet's planning, and its backup and recovery platform would need to conform to the highest standards. For example, it needed to support payment card industry (PCI) data that requires separate PCI-zone areas hosted in a locked cabinet and logging processes that comply with PCI-DSS v3.0 regulations.

But with Highstreet's vision of private cloud infrastructure services that could support any client, in any industry, with a wide range of technology partners, its data protection platform also had to be fully compatible with any operational stack its clients required, including support for both Windows and Linux environments.

SOLUTION

A six-month evaluation process produced a shortlist of three vendors and ultimately led Highstreet to select Asigra Cloud Backup™.

The decision was clear-cut. The Asigra platform impressed Highstreet with its NIST FIPS 140-2 Certified AES 256-bit encryption for data in-flight and at-rest, and its capability to provide that military grade security in a multi-tenant environment, with each client's data isolated and encrypted separately.

The Asigra solution's agentless approach also made it inherently simpler for Highstreet to efficiently protect operating systems and applications. "One of the things that is a real plus with Asigra is that there are no agents that get installed on the servers," says Conaty. It's just one less piece of software we need to install on all the servers in the hosted environments. The DS-Client server has everything built in."

Other efficiency benefits that drew Highstreet to Asigra: de-duplication, advanced compression techniques and the incremental backup and transmission of only new or changed data.

“We really like the compression and de-dup capability, so that backup-to-disc-target space is very efficient on the amount of storage consumed.”

**Jeff Conaty, Vice President, Cloud Division,
Highstreet IT Solutions**

But Conaty says that what really put Asigra over the top is its licensing structure. Not only is it an end-to-end enterprise software platform capable of backing up all data sources and devices — thereby eliminating the need for additional point solutions — but the license covered all data sources as well.

“With Asigra, we are able to back up anything we could possibly host in the environment, without having to buy expensive per-node licensing.”

**Jeff Conaty, Vice President, Cloud Division,
Highstreet IT Solutions**

“All of our licensing and capabilities are included with the one license. What that means is we don’t have to do calculations on how many licenses of each type that we would need for a client.” Instead, Highstreet simply buys a storage capacity license and all the data sources are included. “It makes it very easy to calculate when you’re looking at proposals of what the backup solution is going to cost,” says Conaty.

RESULTS

Asigra Cloud Backup is an integral part of Highstreet’s cloud backup managed service. Impressed by its flexibility and scalability, Highstreet relies on Asigra Cloud Backup for mid-market clients right up to enterprises with mission-critical Oracle ERP systems operating in the hosted cloud environment.

Highstreet has also expanded its use of Asigra Cloud Backup to its Highstreet Network Services Group, a division that offers network management, operation, co-location and maintenance services. In addition to backing up all of its core systems, Highstreet now regularly includes the Asigra cloud backup and recovery solution as part of its business proposals.

Asigra has proven to be an attentive partner in Highstreet’s business. “Any time we have an issue, we can call up Support, get a hold of our account team, and pretty much get anything resolved in a very timely manner,” says Conaty. “If there is ever any technical issue, it gets escalated quickly in the Support ranks.”

Asigra has demonstrated its value beyond just the technology, says Highstreet’s Executive Director of Marketing, Dolores Wellisch. “I have relationships with all of our tech partners in terms of marketing,”. We also appreciate the qualified sales leads that they provide to us.”

“In terms of Marketing, Asigra has the best partner portal, with the most available content and turnkey marketing campaigns that we can utilize to further our relationships.”

**Dolores Wellisch, Executive Director of Marketing,
Highstreet IT Solutions**

As a Managed Service Provider, Highstreet is confident that Asigra will continue to play an essential role in the growth of many aspects of its cloud backup managed service business, helping to ensure client data is secure and protected at all times. “Most of our customers don’t know what software we’re using,” admits Conaty. “We just provide a data protection service, and all our clients want to know is that we can put files back if they need them put back.” With Asigra, Highstreet can efficiently deliver on that commitment with confidence.



About Highstreet IT Solutions

With operations dating back over twenty years, Highstreet IT provides consulting, technology integration, and change management services for Oracle, SAP and cloud solutions. Focused on delivering superior ERP and Cloud enabled managed services solutions for clients that face the challenges brought on by the intersection of traditional and updated application software solutions with new Cloud-based paradigm shifts, Highstreet serves customers in a broad range of sectors, from aerospace and defense to retail and wholesale distribution industries.

For more info, visit: www.highstreetit.com

About Asigra

Trusted since 1986, Asigra provides organizations around the world the ability to recover their data now from anywhere through a global network of partners who deliver cloud backup and recovery services as public, private and/or hybrid deployments. As the industry's first enterprise-class agentless cloud-based recovery software to provide data backup and recovery of servers, virtual machines, endpoint devices, databases and applications, SaaS and IaaS based applications, Asigra lowers the total cost of ownership, reduces recovery time objectives, eliminates silos of backup data by providing a single consolidated repository, and provides 100% recovery assurance. Asigra's revolutionary patent-pending Recovery License Model provides organizations with a cost effective data recovery business model unlike any other offered in the storage market. Asigra has been recognized as a Gartner Cool Vendor and has been included in the Gartner Magic Quadrant for Enterprise Backup and Recovery Software since 2011. In 2015, Asigra Cloud Backup was also named the **Top Enterprise Backup Solution** and achieved silver in Storage Magazine's **Products of the Year**.

More information on Asigra can be found at www.asigra.com

