

Case Study

MOREnet Partners with Dataedge to Offer Asigra's Data Protection Solution to Education Market



- Serves schools, libraries, communities, state government and other non-for-profit entities
- 300 customer systems using their cloud backup service
- 10TB of data under protection



SUMMARY

The Missouri Research and Education Network (MOREnet)—which provides Internet connectivity, access to Internet2, technical services, resources, support, and technical training to Missouri’s public sector entities, has selected [Dataedge](#) for comprehensive channel-focused data protection services. Dataedge provides companies with business continuity services and disaster recovery solutions powered by Asigra to enable businesses to run smoothly. As a reseller to the education market with 10TB of data under protection, 300 customer systems using their cloud backup service, and multiple servers for libraries, school districts, and colleges requiring backups, MOREnet wanted to ensure the reliability and manageability of its backup infrastructure while improving data availability and fast response to support issues. MOREnet also wanted a way to increase business opportunities with existing customers while driving monthly recurring revenue. While MOREnet provides first-level support to their clients, their goal was to develop a partnership with a company that could offer extensive experience and working knowledge related to data protection, so that they could share these additional benefits with their entire client base—specifically grade schools, universities and city libraries in Missouri—as a secondary level of support. These needs led MOREnet to Dataedge, an established Asigra partner and provider of backup and recovery services.

CUSTOMER OVERVIEW

The Missouri Research and Education Network (MOREnet) provides Internet connectivity, access to Internet2, technical services, resources, support, and technical training to Missouri’s public sector entities. These entities include K-12 schools, colleges and universities, public libraries, healthcare facilities, government organizations, and other affiliated establishments. Founded in 1991, MOREnet operates as a unit within the University of Missouri, and is based in Columbia, Missouri. The MOREnet network hosts the organization’s communications infrastructure, and members utilize MOREnet Network’s experts and interact with each other and their constituents via data, video services, and events. The MOREnet consortium consists of more than 700 members across the state of Missouri. As the only nonprofit technology partner that

ENVIRONMENT

- Reseller to the education market with 300 customer systems using their cloud backup service
- Provides first/second level support to customers
- 10TB of data under protection
- Focusing on server backup for libraries, school districts, and colleges

ASIGRA CLOUD-BASED DATA RECOVERY DELIVERS

- Single integrated solution for all data protection needs
- Policy-based protection based on the user’s IT environment and recovery requirements
- Optimization of IT resources for enhanced utilization
- Data encryption that secures data in-flight and at-rest with full support for customers with high data privacy requirements

“With Dataedge, we have made the overall backup process so much easier and affordable for clients. The highly automated solution requires very little touch and allows us to quickly onboard and support new customers. The bottom-line result is peace of mind for our customers. They know that with this solution they are able to restore data at the time and place of their choosing to maintain productive operations.”

Jim Long, System Administrator
MOREnet

exists because of and for its members, the priority of the consortium remains the empowerment of academia and the public good to stay relevant in a changing marketplace. As technology and connectivity continue to be necessities, MOREnet continues to provide more than just a reliable Internet connection, but also provides research, tools, and services that increase security, decrease management efforts, and capitalize on the usability of this valuable resource.

BUSINESS SITUATION

Prior to selecting Dataedge, MOREnet had only provided first-level support to its data protection and support services clients in the education market (Grade schools, universities, and city libraries in Missouri). While MOREnet's base service is network connectivity to educational institutions in Missouri, it also offers many technical services, such as computer equipment, co-location, cloud computing, and software support. Because of this wide range of technical and non-technical products and services that they provide to the many institutions that constitute the education market, MOREnet became increasingly aware that the network required a more robust data protection capability as a critical service for their clients.

With 10TB of data under protection, MOREnet's overriding goal was to deliver data protection services to their entire client base with increased confidence—but the company also wanted to lower costs to achieve these goals. They were looking for a way to increase their business relationship with existing customers and drive monthly recurring revenue without a major financial investment.

These goals led MOREnet to Dataedge, a company that offers cloud-based data protection and disaster recovery solutions powered by Asigra. As a longtime Asigra partner, Dataedge has been providing end-to-end cloud backup services for businesses and resellers since 2003. As such, Dataedge was able to leverage the Asigra Hybrid Partner Program—which enables Asigra partners to use a direct and indirect business model to sell the Dataedge/Asigra cloud backup service to all business sizes and categories, including VARs and MSPs.

SOLUTION

The data protection solution delivered by Dataedge is capable of being installed in a public, private, or hybrid

configuration without the need for software agents across any location. The organization currently protects 10TB of customer data which is situated across multiple servers in libraries, school districts, and colleges. Upon installation, Dataedge provided MOREnet with a direct, high speed (1Gb) connection to the primary backup vault to enable high-speed remote data recovery for customers when needed. Because of this connection, backup traffic no longer has to leave MOREnet's network and go out to the Internet.

For this Dataedge installation, Asigra Cloud Backup™, a secure agentless software solution served as the foundational technology from which to build on. The software is built for efficient operation and easily integrates with public, private, and hybrid cloud environments.

Asigra's agentless software architecture provides for simple deployment and hands-free management while providing advanced features that include global de-duplication, automated mass deployment, autonomic healing, and validation restore capabilities. MOREnet highlighted the following capabilities as key factors for selecting the solution:

“ We recognized that the data protection capability that Dataedge provides would be a critical service that we could offer with confidence to our clients, and it would require minimal investment on our part. The service is highly automated and deployments can be customized to meet the environmental and business demands of any customer. It offered the highest level of reliability to ensure that data remains secure.”

Jim Long, System Administrator, MOREnet

RESULTS

With the Service Level Agreement (SLA) in place, Dataedge set out to protect MOREnet and its clients against the loss of mission critical information. With these

efforts, MOREnet today enjoys a wide range of operational benefits—including top-level data protection services delivered to their clients that is tested and reliable. In fact, the level of data recovery assurance is so high that it is a critical part of the Dataedge service agreement.

MOREnet also achieved their goal of securing a very high efficiency data recovery solution since outsourcing to Dataedge. This meant they did not have to build their own infrastructure or purchase additional equipment or software. MOREnet also appreciates relying on Dataedge's counsel and guidance when presented with complex customer environments. While MOREnet continues to provide first-level support to their clients, they can now rely on the experience and working knowledge of Dataedge to enhance the customer experience.

While there were multiple features MOREnet found highly valuable to its business, the key capabilities that made the solution stand above others included:

- Constant data availability.
- The ability to remotely manage clients with the web based NOC tool.
- Added data security, via encryption of data in transit and at rest.
- Secondary replication of data, to keep data protected even in the event of a significant hardware failure.

- A high level of personal support and proactive monitoring.
- A second set of eyes to monitor client reports and ensure that nothing slips through the cracks.

“In support of our customer base, it was critical to select a solution capable of protecting both MOREnet and its clients against any potential risk of data loss. Our data protection solution, powered by Asigra, was all-inclusive, highly automated, and cost-effective in terms of pricing. MOREnet quickly discovered that they can depend on Dataedge for fast response to all support issues. They don't see us as just a company that provides backup. They know that they can call us any time of the day or night and we will work with them and their clients to resolve any issues.”

Rob Didlake, Founder and CEO, Dataedge

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 2010. 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

