

## Network Medics, Inc.



### Partner Snapshot

#### Name

Network Medics, Inc.

#### Overview

VAR specializing in network design, implementation, and support services

#### Headquarters

Minneapolis, MN

#### EVault Products

EVault Cloud-Connected Storage Provider program

#### Challenges

- Deliver a broader range of IT services to better serve current customers and appeal to new customers
- Back up virtual environments smoothly and easily

### CCSP Partner Expands Portfolio of Services, and Customer Base, with New “Powered by EVault” Backup Service

Network Medics, Inc. designs and implements networks for small to mid-size business customers and strives to be the go-to provider for its customers’ IT needs. The company sought a partner that could enable it to deliver a robust backup and recovery solution suitable for its growing customer base. That’s what it got by joining the EVault® Cloud-Connected Service Provider (CCSP) program.

Network Medics now sells its Vital Backup powered by EVault, a multi-tenant backup solution featuring the EVault Plug-n-Protect all-in-one appliance, integrated EVault data protection software, and replication to the EVault cloud. With Vital Backup, Network Medics now supplies the backup service its customers have requested for more than a year. “We had customers lined up and ready to go before we had the appliance,” says James Matheson, president, Network Medics.

### EVault Supports the Virtualization of Changing Server Environments

Being a CCSP provider helps Network Medics, an organization of three partners and five employees, rapidly adapt to its customers’ evolving needs; for example, as customers move beyond single-server environments. “Our last five customers have been significantly larger with multiple servers supporting their business,” says Matheson.

Virtualization plays a critical role when deploying increasing numbers of servers, and it can save Network Medics customers a lot of money, hardware, and space. Network Medics itself invested heavily in virtualization, using VMware ESXi architecture to provision customers’ multiplying servers. That was another factor that led the company to the EVault CCSP program, according to Patrick Massey, lead network engineer, Network Medics. “EVault fully supports virtualized environments,” says Massey. “That was a huge factor in our decision to go with them.”

### Other Backup and Recovery Solutions Fall Short

Network Medics evaluated other backup solutions, including Carbonite Pro and MozyPro. “These products were not made for business environments,” says Matheson, the company president. Carbonite Pro, for example, was hard to configure and didn’t support virtualization. “It was difficult to run the primary backup, and we were wasting a lot of time,” says Matheson. Massey, the lead network engineer, agrees. “We had to come up with workarounds in VMware’s ESXi software to get the backups to work,” he says.

Case Study  
Network Medics, Inc.

Results

- Recurring monthly revenue
- New customers
- Cross-sell opportunities

“This is exactly what the majority of our clients need.”

—James Matheson  
President  
Network Medics, Inc.

Not so with EVault Plug-n-Protect. “EVault easily backed up our customer’s virtualized environments,” says Massey.

**EVault Delivers on Its Promises**

“When EVault told us about the level of compression and the efficiency of the product, we didn’t believe them,” says Massey. But once he and his team ran tests on the appliance in the company’s own offices, Plug-n-Protect proved itself with 50-percent compression on standard data and up to 90-percent compression on SQL data. “It does what they say it does,” says Massey. “It is the first product we have worked with that we can say that about.”

The licensing package included unlimited agents for Windows Server, Exchange Server, and Windows Small Business Server, the primary products used by Network Medics customers. “This is exactly what the majority of our clients need,” says Matheson. With unlimited agents, 3TB of storage space, and licenses available for additional space via the CCSP “pay-as-you-grow” capital investment plan, the company expects to serve its growing customer base now and well into the future.

**Customers are Flocking to the New Backup Service**

EVault supports Network Medics and provides qualified leads that produce new business. As a CCSP provider, Network Medics gains another touch point for bringing in clients. “We are getting pre-qualified leads,” says Massey. Notes Matheson: “And, if a new customer decides to sign up for the backup service, there is good chance we will be able to sell them something else.” Meanwhile, existing customers are happy to add reliable, cost-effective backups for their networks.

Customers are signing up for Vital Backup at a rate of six per month. In fact, Network Medics is selling the service so fast it expects to fill up its initial 3TB vault by the end of 2011. “With the clients we already have (who want this new service) and those coming in the pipeline, we already have half a TB used,” says Massey. With such brisk sales, the company believes it will recoup its original investment in only six months—twice as fast as it originally projected.

In addition to selling Vital Backup, Network Medics is also reselling EVault Plug-n-Protect appliances. “There is that next tier, that mid-market, where putting hardware on site for our customers may make more sense,” Massey says. “We can take the lead on that, too. We can provide a managed service or a piece of hardware and, either way, everybody benefits.”

That investment is paying off with a new recurring revenue stream. “We are bringing in as much per month through Vital Backup as we would otherwise make from a single transaction,” says Matheson. For VARs looking to add backup and recovery to their services portfolios, Massey is clear. “Do what we did,” he says. “Test the waters first, try other products and see how badly they fail. Then, go straight to EVault.”

**Take the Next Step**

To learn more about EVault storage solutions, call us at 1.877.901.DATA (3282), email us at [conciierge@evault.com](mailto:conciierge@evault.com), or visit us at [www.evault.com](http://www.evault.com).



Headquarters | 1201 Currie Avenue | Minneapolis, MN 55403 | 612.643.3539 | [www.networkmedics.com](http://www.networkmedics.com)



Headquarters | 3101 Jay Street, Suite 110 | Santa Clara, CA 95054 | 877.901.DATA (3282) | [www.evault.com](http://www.evault.com)

Netherlands (EMEA HQ) +31 (0) 73 648 1400 | France +33 (0) 1 55 27 35 24 | UK +44 (0) 1932 445 370

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