

Sentinel IT Services

Providing Customers with Greater Peace of Mind with Arcserve



Country: Sentinel IT Services

Industry: Managed Services Provider

Employees: 4

Solutions: Arcserve SaaS Backup, Arcserve ShadowProtect SPX, Arcserve Cloud Services

Many of us rely on email for key communications in the workplace with colleagues, customers and partners. But sometimes, accidents happen and vital email files – or even entire mailboxes – are deleted in error. Ransomware attacks are also a growing concern when it comes losing email data. Sentinel IT Services helps its customers protect Microsoft 365 data against such incidents with Arcserve SaaS Backup. The company also uses ShadowProtect SPX and Arcserve Cloud Services to back up server data from across its customer base. With the Arcserve solutions, Sentinel can easily manage backups and quickly restore data, providing its customers with peace of mind, enhancing trust and boosting competitive advantage.

About Sentinel IT Services

From schools and charities to accountants, solicitors and engineering firms, SMEs across north west England rely on Sentinel IT Services for IT support and consultancy. Sentinel's IT experts supply, implement, monitor and manage hardware and software for customers to ensure they have the IT systems in place that they need to function smoothly.

Taking a partnership approach, Sentinel strives to understand its customers' business priorities, take ownership of projects and provide expert, independent advice to deliver optimum solutions.

The Challenge

For Sentinel's customers, system downtime or data loss can swiftly impact service quality, productivity and profitability. With email the primary form of workplace communication for many of its customers, it's vital that Sentinel can quickly restore mailboxes in the event of accidental deletion or an incident such as a ransomware attack.

For customers in some industries, protecting mailboxes isn't optional, but a requirement for compliance. "We're increasingly talking to customers about Microsoft 365, and ensuring they have adequate protection for their emails and other data that is stored in the cloud," explains Peter Haworth, Partner at Sentinel IT Services. "With limited Microsoft backup retention, if a mailbox or file is accidentally deleted outside of this limited timeframe, it could be permanently lost."

As a trusted partner to its customers, Sentinel's role is to ensure they have the right data protection solutions in place, and can make informed decisions that balance cost and the risk of data loss. "We provide customers with impartial advice and recommendations, so they select the most appropriate solutions to protect their business," comments Haworth.

To meet customer requirements, Sentinel needs to offer reliable backup and recovery options with the latest features and capabilities.



The Solution

Sentinel has been using Arcserve SaaS Backup to help its customers protect email data since early 2022. “We have a strong long-term relationship with Arcserve, so when it launched SaaS Backup, we were keen to ascertain whether it would fit our customers’ needs,” explains Haworth.

The company now uses Arcserve SaaS Backup to protect Microsoft 365 data for nearly 500 users across 37 customer organisations, totalling nearly 20 terabytes of data. “With its ease of use and inbuilt ransomware protection, Arcserve SaaS Backup is our standard solution for Microsoft 365 protection,” says Haworth. “It’s very easy to set up new customers, offers a long retention period and is intuitive to manage from a dashboard that’s designed specifically for managed service providers.”

Sentinel also uses Arcserve ShadowProtect SPX to protect around six terabytes of data from just under 100 servers across its customer base for continuous offsite backup to Arcserve Cloud Services. “With the Arcserve solutions, data is automatically deduplicated, compressed and replicated offsite in line with our customer’s business requirements,” comments Haworth.

The Result

Sentinel can now offer its customers peace of mind that whether they accidentally delete a mailbox, or experience a ransomware attack, Sentinel’s IT experts can quickly and reliably recover their data. “With Arcserve SaaS Backup, its easy to search for and restore a file every time,” comments Haworth. “And with Arcserve ShadowProtect, we can rapidly restore entire servers. Both solutions are easy to monitor and manage from the central dashboard, which maximises efficiency.”



Arcserve SaaS Backup

Cloud-native SaaS application data protection from ransomware attacks.

[Learn More](#)



Arcserve ShadowProtect SPX

Fast and reliable backup, data protection, disaster recovery and system migration. [Learn More](#)



Arcserve Cloud Services

Protect on-premises business systems and data in a cloud purpose-built for total business continuity.

[Learn More](#)



“With its ease of use and inbuilt ransomware protection, Arcserve SaaS Backup is our standard solution for Microsoft 365 protection. It’s very easy to set up new customers, offers a long retention period and is intuitive to manage from a dashboard that’s designed specifically for managed service providers.”

- Peter Haworth, Partner, Sentinel IT Services



Regular testing provides customers with assurance around the integrity of their backups, and the evidence they need to help meet audit and regulatory requirements.

“Data protection is a vital component of our services,” comments Haworth. “Arcserve solutions offer the latest features, so we can provide cost-effective, dependable backup and recovery services that increase customer trust and enhance our competitive advantage.”



“Data protection is a vital component of our services. Arcserve solutions offer the latest features, so we can provide cost-effective, dependable backup and recovery services that increase customer trust and enhance our competitive advantage.”

- Peter Haworth, Partner, Sentinel IT Services

Take the Next Step

Find out more at arcserve.com
 or contact us at info@arcserve.com
 or view our global office contact information [here](#).



About Arcserve

Arcserve, a global top 5 data protection vendor, provides the broadest set of best-in-class solutions to manage, protect and recover all data workloads, from SMB to enterprise and regardless of location or complexity. Arcserve solutions eliminate complexity while bringing best-in-class, cost-effective, agile, and massively scalable data protection and certainty across all data environments. This includes on-premises, cloud (including DRaaS, BaaS, and Cloud-to-Cloud), hyperconverged, and edge infrastructures. The company’s nearly three decades of award-winning IP, plus a continuous focus on innovation, means that partners and customers, including MSPs, VARs, LARs, and end-users are assured of the fastest route to next-generation data workloads and infrastructures. A 100% channel-centric organization, Arcserve has a presence in over 150 countries, with 19,000 channel partners helping to protect 235,000 customers’ critical data assets. Explore more at arcserve.com and follow [@Arcserve](https://twitter.com/Arcserve) on Twitter.

