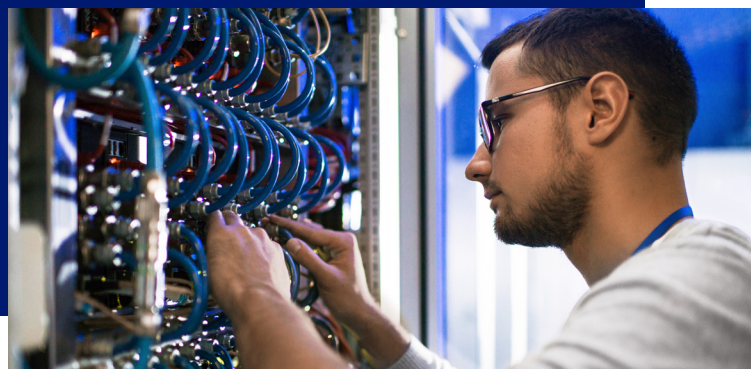


# Ebstar

## Helps Customers Stay Productive with Rapid and Reliable Recovery



**Country:** UK

**Industry:** Managed Service Provider

**Employees:** 10

**Solutions:** Arcserve SaaS Backup, Arcserve ShadowProtect SPX, 3x Arcserve OneXafe Immutable Storage 4412

Backup can be a bit like electricity or any other utility – it runs in the background and you don't realise how important it is until you experience a blackout. Managed service provider Ebstar helps its customers mitigate the risk of a data blackout with its backup and DR services. Using Arcserve SaaS Backup, ShadowProtect SPX and OneXafe immutable storage, Ebstar helps its customer protect both onsite and cloud-based data against ransomware, server failure, accidental file deletion and corruption, as well as fire, flood and other disasters. With rapid and reliable recovery, Ebstar can keep its customers productive, while boosting its own competitive advantage.



*"With OneXafe, we know that we're protected against ransomware, which can spread swiftly through the supply chain. We recommend the Arcserve solutions as standard for all our customers."*

*- Nick Beeby, Owner and IT Consultant, Ebstar*

## About Ebstar

Founded in 1997, Ebstar offers innovative, tailored IT services for SMEs across the UK. Its aim is to provide consistent, high quality services for organisations regardless of whether they have 10 users or 500. Ebstar helps its customers address a wide range of business and IT concerns – from reducing security risks to enabling remote working.

As a trusted consultant, Ebstar provides expert advice and recommendations on IT purchases, as well as managed services, support, IT security, DR-as-a-service, firewall-as-a-service and end-to-end connectivity services including telephony. The company strives for technical excellence, making investments in training so that its advisers and engineers can respond more efficiently to customer needs. Thanks to its long-term relationships and high customer retention rates, Ebstar has achieved steady organic growth since its inception.

## The Challenge

Cost and reliability are key to competitive advantage for managed service providers. Ebstar needs its engineers and advisers to be able to work efficiently, particularly when it comes to managing core services such as backup and recovery. "Customers need to know that we can recover their data in the event of an incident, and we need to know that we can do so quickly," explains Nick Beeby, Owner and IT Consultant at Ebstar. "As well as potentially causing downtime for our customers, a lengthy recovery process consumes lots of resources and pushes up costs, so time is of the essence."

Rapid recovery capabilities are essential for data stored in the cloud, as well as onsite. "Customers tend to assume that if data is stored in the cloud it's safe, but this is not always the case," comments Nick Beeby. "Part of our role is to educate customers so they understand the risks and can make informed data protection decisions for both on-premise and cloud-based systems."

Ebstar's legacy backup and recovery solution required significant manual intervention, which not only impacted the company's efficiency and the speed of recovery, but also increased the risk of human error.

## The Solution

To enable rapid recovery, Ebstar now uses Arcserve solutions to underpin its core service offerings. With Arcserve SaaS Backup, ShadowProtect SPX and OneXafe immutable storage, Ebstar can make enterprise-standard protection accessible and affordable for smaller organisations. “We recommend the Arcserve solutions as standard for all our customers,” comments Nick Beeby.

The company rolled out Arcserve SaaS Backup in February 2022, using the solution to protect Microsoft 365 data for around 300 seats across 12 organisations. Ebstar has also been using ShadowProtect since 2015. It now uses the latest version – ShadowProtect SPX – to run hourly offsite server backups for its customers.

ShadowProtect is partnered with OneXafe immutable storage to enable a layered approach to data protection, with onsite backups replicated to Ebstar’s private cloud environment, which is based on a cluster of three OneXafe devices. “With OneXafe, we know that we’re protected against ransomware, which can spread swiftly through the supply chain,” comments Nick Beeby. “The data is also encrypted onsite to mitigate the impact of potential data leaks.”

With data-agnostic protection, Ebstar back up all kinds of data for its customers, including Windows and Linux servers, SQL databases, Active Directory databases and application and file data. In total, Ebstar protects around 70 servers, of which 90 per cent are virtualised.

With self-recovery built into the solution, Ebstar can minimise management time and effort while having confidence that its customers’ data is protected. “If a backup doesn’t complete, the solution will try again so we don’t miss any data,” says Nick Beeby. “Backups are easy to monitor and manage from the centralised ShadowControl monitoring platform.”

ShadowControl is integrated with Ebstar’s service desk using ConnectWise, enabling automated alerts which further simplify management. The ability to view anomalies with offsite replication in Image Manager was particularly helpful when they brought to light an out-of-hours ransomware event, enabling Ebstar to deal with the incident quickly and effectively to prevent any data loss for the customer.

## The Result

In the eight years that Ebstar has been using Arcserve solutions, it has never experienced a failed recovery. The company can recover entire servers in around 15 minutes with Arcserve HeadStart Restore (HSR), which enables recovery to start while the production server is still running. And in the case of a disaster such as fire or flood, Ebstar can invoke customer systems from its private cloud almost immediately to minimise disruption.



### 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](#)



### OneXafe 4412 Immutable Storage

Scalable, immutable storage for unstructured data and backup targets with no costly expansion or forklift upgrades.

[Learn More](#)



*“Customers tend to assume that if data is stored in the cloud it’s safe, but this is not always the case. Part of our role is to educate customers so they understand the risks and can make informed data protection decisions for both on-premise and cloud-based systems.”*

*- Nick Beeby, Owner and IT Consultant, Ebstar*



More commonly, however, Ebstar is called upon to assist with an accidental file deletion or corruption event. “Just last week a financial director called in distress as they had lost a document that had been corrupted,” says Nick Beeby. “Within a few minutes of getting in front of a computer, I was able to recover the file and save them hours’ of rework.”

Thanks to Ebstar’s investment in training and engineer certification on the Arcserve solutions, as well as their intuitive design, the team can onboard customers quickly and easily. “The configuration options are plentiful for our purposes, but not overbearing,” comments Nick Beeby. “The Arcserve solutions are also highly scalable as we can self-provision licences as and when we need additional capacity.”

Day-to-day management and reporting on backup and recovery is also efficient with the Arcserve ShadowControl dashboard, freeing up staff for other activities. Many of Ebstar’s customers have to comply with industry regulations around data protection, and these reports provide evidence of a successful backup strategy to simplify compliance with regulatory and audit requirements.

“With Arcserve, we can avoid costly data loss for our customers so they can stay productive and compliant,” concludes Nick Beeby. “While rapid and reliable recovery helps us operate efficiently, build customer trust and keep our promises.”



*“With Arcserve, we can avoid costly data loss for our customers so they can stay productive and compliant, while rapid and reliable recovery helps us operate efficiently, build customer trust and keep our promises.”*

*- Nick Beeby, Owner and IT Consultant, Ebstar*

## Take the Next Step

Find out more at [arcserve.com](https://arcserve.com)  
 or contact us at [info@arcserve.com](mailto: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](https://arcserve.com) and follow [@Arcserve](https://twitter.com/Arcserve) on Twitter.

