![Dropsuite logo]

Kite Technology's Seamless Backup Vendor Transition with Dropsuite Partner Services

Empowering customer success is core to Kite Technology's mission. The organization provides Managed IT and Consulting Services, delivering cloud-focused solutions tailored to meet each client's unique objectives in an evolving technology landscape. Effectively managing and protecting its customers' data is a critical component to its business.

Today, Kite Technology relies on Dropsuite as its IT backup solution to automatically backup, protect, recover and archive critical email data for all of its customers. However, when Rebecca Tier joined Kite Technology six years ago as a Security & Operations Technician, the company was working with Dropsuite and two competitors to manage their data backup and archiving.

While their experience with Dropsuite was very positive, Tier said they were dissatisfied with one of the competitors for several reasons.

Challenges with Competing Backup Solutions Impacted Customer Experience

For Managed Service Providers (MSPs), staying ahead of the competition often means providing clients with seamless, reliable backup and recovery solutions. Kite Technology prides itself on delivering the best possible service and MSP backup support to maximize its customers'

productivity, security, and overall business performance. But at times, the backup competitor's limited functionality and unresponsive support impeded Kite Technology's ability to meet its own rigorous standards.

Non-intuitive User Interface Offered Limited Capabilities

The competitor's user interface was challenging to navigate, often making it difficult for Kite Technology's security and operations team to locate critical information. Additionally, its limited functionality required a cumbersome, multi-step process to initiate downloads or perform restores. Kite Technology has seen a significant increase in client restore requests due to cyberattacks and compliance requirements. However, the restore process was time consuming and delivered a sub-par customer experience.

Tier explains: "As an MSP, clients will ask us to perform a restore, providing us with the timeframe for the data they need. However, the competitor solution didn't give us the option to set a range of time for the restore. Instead, we had to perform multiple restores by downloading snapshot after snapshot of every email from 'around' the timeframe requested. We would send all of that information to the customer who then had to sift through a lot of data to find what they needed. I'm sure that was a frustrating experience."

![Kite Technology logo]

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In contrast, Dropsuite's cloud backup solution provides a highly intuitive and modern user interface, enabling Kite Technology to perform complete backups and restores for customers with the click of a button.

Dropsuite simplifies the restoration process by providing restore capabilities across the entire backup continuum. "We can restore the data a client needs within their specific timeframe. Not only is the process more efficient for our team, but it's also a much better experience for our customers because they receive the exact emails they want delivered within a single mailbox," notes Tier.

Kite Technology is also empowering its clients with convenient access to the Dropsuite portal where they can quickly find status updates on backups, restores, and more, anytime and without assistance.

Unresponsive Support

Kite Technology's ability to provide timely support to its customers was impeded by their own inability to get timely support from the backup competitor. "They were highly unresponsive to our requests," Tier recalls. "If I sent an email to support, it could take a full day or two before they got back to me. Even worse, if we needed to engage their support for anything client facing, we had to keep apologizing to our clients, letting them know we were still waiting for our data backup provider to get back to us."

Dropsuite gives Kite Technology the responsive support they need to enhance their services and build stronger client relationships. "When I email Dropsuite support, they respond to me within a couple hours, which means I can answer client questions and resolve issues faster. It's a drastically different experience," says Tier.

Standardizing on Dropsuite Backup with Partner Services Support

Kite Technology was already considering the value of consolidating and standardizing on a single cloud backup vendor. With their growing dissatisfaction with the competitor's service, it seemed like the right time to make the move. However, the backup vendor transition and cloud data move would require transferring over 1,600 seats to Dropsuite Email Backup and Archiving.

Years ago, Kite Technology attempted to perform the cloud data transfer to Dropsuite themselves – without success. Tier remembers "It was an enormous amount of work, more than a full-time job trying to keep up and ensure we were downloading the correct data."

This time would be different. "We had so much data, we knew we couldn't possibly move it all over," she explains.

Dropsuite recognizes these frustrations and has designed Partner Services to alleviate the stress and pain by handling the backup provider change and ensuring a seamless transition without disruptions. "We asked for help and Dropsuite Partner Services quickly jumped in," Tier notes.

Partner Services Does the Heavy Lifting

Moving cloud data between providers can be a complex task, but Dropsuite Partner Services simplifies the process for MSPs, eliminating the typical challenges of backup vendor transitions, such as hidden fees, restrictive contracts, or outdated technology. From data extraction to ingestion and system integration, Dropsuite manages the entire process so MSPs like Kite Technology can focus on running their business.

Tier asserts that Dropsuite was very responsive and transparent about the

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Security & Operations Technician, Kite Technology

process, providing her with weekly progress updates. And when she was having a difficult time downloading the last remaining mailboxes from the competitor, Dropsuite was there to help. "What's impressive is that Dropsuite offered to work with me and attempt to work with our other data backup vendor to find a fix to our problem. It felt great knowing that I have an advocate who's willing to go the extra mile," reflects Tier.

She adds that using Dropsuite Partner Services was absolutely worth the investment. "I only have continued praise for Dropsuite because it's been a very easy process."

Making things easier for clients is the fundamental goal for Dropsuite Partner Services. In addition to ensuring a smooth and low-stress backup vendor transition process, Partner Services gives clients freedom and flexibility with simple, predictable and transparent contract and billing processes.

Dropsuite's "no-contract, no-data-hostage" model means clients get all the benefits of an automated, modern backup solution and responsive customer support without having to worry about surprise fees, complex egress charges, or being locked into long-term commitments.

Delivering Modern Services Customers Expect with Dropsuite

Kite Technology has been using Dropsuite for backup and archiving for many years, which Tier notes aligns with the organization's overall strategy for data security and compliance. "I know our security team is happy with the level of encryption and their ability to quickly find the information and documentation they are looking for," she explains.

In addition to helping better serve their customers, Dropsuite is also

delivering peace of mind with automated incremental backup that lets them 'set it, forget it, and stay protected.'

"We have so much confidence that Dropsuite is going to backup whatever we need when we need it. I know I don't have to double check," says Tier.

With increasing cyberthreats and compliance mandates, automating email backup, protection and recovery has become an imperative for organizations. Kite Technology mandates that every client utilize Dropsuite for backups. "When people lose or delete data, which can be very stressful, we don't tell them they have to wait a week; we get that valuable data back to them within a matter of hours," explains Tier.

When one of Kite Technology's customers realized users were accidentally deleting files from SharePoint, an application they heavily relied on, Tier was able to quickly and easily restore the files. Tier says, "With Dropsuite, all I had to do was find the folder, hit the restore button and she had her files back. The quickness and ease of Dropsuite's backup and restore capabilities have really made a difference. We have confidence in Dropsuite, and our clients have confidence in our ability to respond quickly when they need our support."

Dropsuite offers clients a number of options for modern backup. This includes easy setup and management, monitoring through intelligent reporting dashboards, fast and flexible search and restore capabilities that include the full backup continuum, plus precise point-in-time restore and restore-to-different-locations options. These features result in faster, easier and more precise restores for MSPs.

Based on recent roadmap conversations, Kite Technology is excited to see the direction Dropsuite is taking with future

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innovations and enhancements. With almost 60% of Dropsuite's team primarily focused on product development and engineering initiatives, the company's strategy is centered around ongoing investments to elevate customer experiences and fortify data security.

Tier says "Knowing Dropsuite is dedicating so many resources to focus on continuous enhancements, especially for our SOC, just adds to our confidence in the company and the level of services they provide. I would absolutely recommend Dropsuite to other MSPs looking for both modern, automated services and a vendor that's responsive and committed to customer success."

Ready to Switch Backup Vendors?

Want to learn more about Dropsuite's cloud data migration services and moving data from a legacy vendor to Dropsuite? Watch our webinar or contact us today to inquire about Dropsuite Partner Services and see how effortless backup provider switches can be.

CONTACT US

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