Dropsuite

Migrating 5,000 Seats in 11 Days:

Dropsuite Streamlines Backup Vendor Switch for ADITS

Facing a tight deadline and intense pressure, one of Australia's most trusted managed IT services providers made the switch to Dropsuite for backup services – achieving a fast and seamless migration.

ADITS has been strengthening and protecting Australian businesses for 19 years, recognized for its cybersecurity leadership, relationship-driven approach, and deep commitment to regional service delivery. Today, the Managed Service Provider (MSP) supports a wide range of sectors – including medical, not-for-profit, education, and professional services – throughout Queensland, with a strong focus on rural and remote communities.

As a respected industry leader, ADITS has been featured in national conversations around cybersecurity awareness and data privacy, including an appearance on Sky News Australia. And the company regularly engages with the wider business and tech community through the ADITS Unplugged podcast on YouTube, offering practical advice and thought leadership to businesses navigating the digital landscape.

Today, ADITS relies on the Dropsuite cloud backup solution to automatically back up, protect, recover, and archive critical data for their customers. The companies' shared commitment to trust and flexibility is one of the key reasons ADITS chose to replace their existing software-as-a-service (SaaS) backup and recovery vendor with Dropsuite's MSP backup support.

"By building trust and flexibility into every relationship, we empower our customers to choose what's best for them – knowing we always have their interests in mind, whether it's aligning with security frameworks, legislation, or meeting day-to-day IT needs," explained ADITS General Manager Chris Grasso. "Dropsuite shares this relationship-driven approach, giving us the freedom to work with them in a way that is optimal for our business."

Rethinking the Status Quo: Why ADITS Prioritized a Client-Centric Backup Solution

After years of navigating multiple Microsoft 365 backup and recovery solutions – some of which failed to meet expectations – ADITS had settled on their previous SaaS backup vendor mostly out of convenience.

"We acquired companies that were already using our previous solution, so it was the path of least resistance: the tenancy was set up, our team was familiar with the environment, and switching seemed easy at the time," Grasso acknowledged. However, this decision eventually exposed new challenges, and the company realized that rather than choosing the best solution for their business, they were simply staying with what was already there.

INDUSTRY:
Managed IT for businesses across Queensland, Australia.

FOUNDED:
2006

WEBSITE:
adits.com.au

Locked In and Let Down: ADITS Seeks a Better Fit

"Over time, issues with the platform began to surface, and we grew increasingly uneasy – especially as we were being pushed into a three-year long-term contract that didn't align with our month-to-month business model or our philosophy of giving customers flexibility and choice," Grasso said. The lack of reliability and the discomfort of being locked in highlighted the need to find a partner that could deliver better performance, greater agility, and a stronger alignment with how ADITS serves their own customers.

Loss of Confidence in Backup Capabilities

ADITS lacked confidence that the backups performed by their previous vendor were working reliably, and they felt powerless to resolve issues when something went wrong. "Unlike other IT platforms, where workarounds might be possible, backup reliability was entirely dependent on the vendor – if the solution failed, there was little our team could do besides switch providers," Grasso explained. This heavy reliance on the vendor left the business feeling exposed and put their own reputation at risk with clients.

Billing Issues Erode Trust and Add Complexity

Inconsistent and sometimes inaccurate billing practices from previous vendors added another layer of complexity and distrust. These billing issues forced ADITS to overhaul their internal review processes and reinforced the need for a partner they could truly depend on for both technical reliability and transparent business practices.

5,000 Seats, 30 Days: A Cloud Migration Under Pressure

ADITS' previous SaaS backup vendor provided the company with a limited 30-day window to transition after they were unable to agree on terms to avoid a three-year contract renewal. ADITS was left in the uncomfortable and perilous position of managing a backup vendor transition and cloud data move that would require transferring 5,000 seats in less than one month.

Dropsuite Partner Services Seamlessly Migrates 5,000 Seats in 11 Days

Facing a compressed migration deadline, ADITS evaluated the market for a new IT backup solutions vendor that could manage a seamless cloud migration without putting their clients' data at risk. Working with Pax8, a leading cloud commerce marketplace for MSPs, ADITS found the right partner in Dropsuite.

After hearing positive feedback from others in the community about the reliability of the platform, ADITS met with Dropsuite to learn more. "Dropsuite offered a competitive price and a product we could trust for secure data protection," Grasso explained. "But what truly set them apart was their Partner Services."

Migrating cloud data between providers can be complicated, but Dropsuite Partner Services simplifies and streamlines the process for MSPs, removing common hurdles associated with switching backup vendors – like hidden costs, rigid contracts, and legacy technology. From data extraction and ingestion to system integration, Dropsuite handles every step so MSPs like ADITS can focus on running their business.

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Chris Grasso
General Manager,
ADITS

Flexible, Transparent, and Trustworthy Approach Delivers Results

"The Dropsuite team demonstrated an impressive level of dedication, providing frequent updates and direct communication – even after hours – which helped ease our anxiety during such a tight timeline," Grasso said. "The expert support we received – especially throughout the migration process – was a game changer, ensuring a smooth and efficient transition. That level of service gave us the confidence we needed to make the switch and confirmed that Dropsuite was the right choice for our business."

Dropsuite's comprehensive project management and regular progress reports from Partner Services ensured Grasso and his team knew exactly how much data had been transferred at every stage, giving them peace of mind. "We migrated 5,000 seats in just 11 days, and while the process was inherently stressful, the professionalism and responsiveness of the Dropsuite team made all the difference."

ADITS appreciated the flexibility Dropsuite offered, such as backup and archive options to meet client compliance needs – capabilities that became increasingly important as they worked with comanaged IT environments and clients with more advanced requirements. "The team's transparency and proactive communication ensured we never felt out of the loop" Grasso explained. "In addition, Dropsuite's strong local APAC presence and our ability to work directly with a team that truly understood our regional and business needs proved invaluable."

Reliable, Modern Backup Solutions for Today's Business Demands

Dropsuite provides clients with several options for modern backup, search, and restore capabilities, including full backup continuum, point-in-time restore, and restore-to-different-locations options. Services include:

- **Reliable, Comprehensive Data Protection**
  Protect Microsoft 365 and Google Workspace workloads with unlimited storage and flexible retention policies for complete, long-term coverage without data gaps.

- **Identity and Access Protection for Microsoft Entra ID**
  Safeguard critical identity configurations such as conditional access, device compliance policies, and enterprise app settings to maintain security and operational continuity.

- **Modern Platform for Easy Management**
  From rapid tenant deployment to seamless PSA integrations, Dropsuite simplifies day-to-day operations with centralized management, usage-based billing, and a consistent experience across workloads.

- **Faster Search and Restore**
  Pinpoint data quickly using advanced, multi-criteria search including within email attachments. Perform point-in-time and intelligent restores that prioritize relevance, restore to existing or new locations, or download data on demand.

- **Real-Time Insights**
  Monitor client environments with a centralized dashboard and detailed reports that surface protection coverage, unbacked accounts, seat usage, and timely alerts for backup or billing issues.

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Chris Grasso
General Manager, ADITS

From Stress to Success: Optimizing Business Outcomes and the Client Experience

Immediate Gains in Confidence and Client Trust

Since migrating to Dropsuite, ADITS and their clients have gained significant peace of mind knowing that backups are reliable, easy to restore, and fully supported. Grasso said the Dropsuite platform is user-friendly and intuitive, making it simple for their team to manage backups and provide clear, reassuring reports to clients. "The most immediate improvement was confidence – both for us and for our comanaged clients with internal IT teams. Access and reporting are seamless, which means everyone involved can easily verify that backups are working as promised."

Strengthening Compliance and Archival Capabilities

"Dropsuite has improved our ability to meet complex compliance and archival needs, especially for clients in regulated industries," Grasso explained. For example, one client who had previously lost valuable archive functionality after moving from on-premises Exchange to Microsoft 365 was able to regain this capability through Dropsuite's archive features. "The transition to Dropsuite allowed us to meet their compliance obligations effortlessly, ticking a critical box for both the client and our team."

Operational Simplicity and Transparent Support

Operationally, the change has made life easier for everyone, Grasso indicated. "Restores are straightforward and support is highly responsive – any issues that do arise are quickly addressed and communicated transparently. We also appreciate that nothing is hidden in the platform: if there's an issue, it's visible and easily explained. This transparency supports the strong trust we've built with our clients and is reflected in our business relationships."

Streamlined Business Processes with Dropsuite and Pax8

In addition to ensuring a smooth and low-stress backup vendor transition process, Dropsuite gives clients freedom and flexibility with simple, predictable, and transparent contract and billing processes. With Dropsuite's "no-contract, no-data-hostage" model, clients enjoy the advantages of a modern, automated backup solution and responsive support – without the risk of hidden fees, complicated egress costs, or long-term commitments. "Our finance team values the seamless billing integration that comes from working with Dropsuite and Pax8, allowing us to keep our internal processes efficient and consistent," Grasso noted.

Trust and Growth, Powered by Partnership

Dropsuite's partnership approach aligns perfectly with ADITS' own mission to be a trusted advisor to their clients. "Dropsuite 'just works,' freeing us to focus on our clients' needs rather than worrying about the reliability of our backup vendor," Grasso said.

This confidence enables the company to focus on expanding services – such as launching new governance, risk, and compliance offerings – and helps clients navigate Australia's challenging cybersecurity and insurance landscape. Grasso concluded, "We're proud to help clients understand and manage their risks, and the reliability of our partnership with Dropsuite and Pax8 lets us do that with complete assurance."

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

For more information, please contact us:
www.dropsuite.com/contact