

Mytec Services

Customer Success Story for Dental MSP

TESTIMONIAL



“NovaBACKUP” has proven to be a superior product and their customer support is consistently the best and most experienced that I’ve dealt with from any vendor. Our team was very disappointed with our previous backup solution, which started to show instability and failures after being acquired by another company.”

Lori Simmons,
Support Services
Engineer, Mytec Services

BOOK A DEMO

Visit novabackup.com/partners to schedule a call with an MSP Account Manager.

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Mytec Services reduced support costs and increased efficiency after migrating to NovaBACKUP Cloud

Specialists in meeting dental offices’ network demands for 24 years, Mytec Services needed a speedy and reliable local and cloud backup solution to replace their existing product that had become unstable.

THE PROBLEM

After their previous backup solution was acquired by another company, the product changed and became unstable. Based on their need to ensure the stability of their clients critical systems, Mytec Services decided to look for another solution.

Working with experienced MSP experts throughout the testing period gave them the confidence in NovaBACKUP that they required to move forward. After migrating to NovaBACKUP Cloud, Mytec Services’ team immediately noticed significant time savings and cost reductions related to client backup management.

Based in New Orleans, Mytec Services provides world-class IT consulting, design, and support for dental offices across the Gulf South. Data protection is an integral part of their offering, both in terms of ensuring uptime of critical systems and meeting HIPAA compliance. Mytec Services sets high standards for themselves and for any vendor partner they represent, including NovaBACKUP, which has received the HIPAA seal of compliance and provides backup services to tens of thousands of dental and healthcare practices globally.

THE SOLUTION

Following the evaluation of several backup solutions, Mytec Services chose to move forward with NovaBACKUP Cloud, due to the reliability they experienced in their backup and restore testing scenarios and the rapid support team response times.

CASE STUDY

Mytec Services transitions to MSP program



SUPPORT TESTIMONIAL

"I'm impressed with NovaBACKUP's reliability and the fast response times from their technical support. Since day one, I have been assisted by the same group of technicians, who immediately get back to me and are already familiar with my situation, which expedites answers when I have questions. With other companies, sometimes it has taken several days to hear back on reported issues," says Lori Simmons, Support Services Engineer.

KEY DIFFERENTIATORS

When asked to identify the major differentiators in their backup solution offerings, Mytec called out: efficiency, support costs, and administrative effort.



INCREASED EFFICIENCY, REDUCED COSTS

Migrating to a new solution can be a daunting task. NovaBACKUP Cloud for MSPs is a solution managed by a special technical onboarding team with years of experience in the Managed Service Provider industry. Training and integration support are provided throughout the setup process to make the move to a new platform a smooth, painless experience.

With cloud seeding, a complimentary NovaBACKUP service, customers can send their initial full backup (often very large) via a shipped external hard drive to NovaBACKUP's US-based data center. This service was essential to ensuring a quick, seamless, and complete migration for Mytec Services. Once their customers' first backups were in place, NovaBACKUP securely backed up only the incremental changes to the cloud, creating surprisingly fast backup speeds and reduced cloud storage costs.

"NovaBACKUP for MSPs proved to be a life-saver when managing our customers' data protection plans. Our billing has gone down considerably, but more importantly, the product is stable and performance has increased. We aim to provide the best for our customers and NovaBACKUP has delivered as our backup vendor," Lori stated.

About NovaBACKUP

NovaBACKUP Corporation specializes in offering local and cloud backup and disaster recovery with unmatched support.

For more than a decade, we have been committed to providing all-inclusive and powerful HIPAA, FERPA and GLBA compliant data protection to thousands of MSPs and professional offices around the globe.

www.novabackup.com