Dropsuite

True North Networks: Ensuring Microsoft Office 365 Data is Available 24/7

Since its founding in 2002, True North Networks has dedicated itself to keeping the business-technology systems of small and medium-sized businesses running optimally and securely through its managed IT and managed security services. From its Swanzey, New Hampshire-based headquarters, True North Networks specializes in servicing financial institutions, health care, education, construction, and manufacturing industries, as well as many other professional and non-profit organizations.

Increasingly, helping customers recover their data when it is lost through an accidental keystroke or a malicious attack is becoming a core part of True North Networks' offerings. "We have many clients within the financial service industry, and email archiving and backup and recovery are essential to them, but in an Office 365 environment, recovery can be very tricky," says Craig Van Cura, Director of Product and Technical Operations at True North Networks.

Seeking seamless cloud backup and archiving capabilities

Consider something as seemingly commonplace as Microsoft Office 365 calendars, contacts, and tasks. Today, losing access to such information means,

for many workers, that they will have to shut down. Yet, with toolsets native to the productivity suite, restoration doesn't come easy. "Trying to restore those items from Microsoft is a nightmare," says Van Cura. It's something Van Cura experienced himself when an associate accidentally deleted their calendar and activities. "It was not an easy fix. And if it wasn't easy for us, imagine what it would be like for many of our customers," he says.

Shortly after that, True North Networks sought a way to provide its customers a more seamless way to backup and archive their Microsoft Office 365 data, including calendars, contacts, and tasks in addition to email. "Our customers not only need email archiving capabilities for regulatory compliance, but they also need an effective and reliable way to restore their data," Van Cura says.

"We sought a way that would help our customers better protect their data should something go wrong," says Van Cura.

True North Networks chooses Dropsuite

To achieve that, True North Networks chose services provider Dropsuite. Dropsuite's global cloud software platform provides cloud backup, eDiscovery, archiving, and recovery solutions so that businesses can better protect themselves.

straight answers ✦ bright solutions

TRUE NORTH NETWORKS
an employee owned company

INDUSTRY:
SMB Managed IT Services
SMB Managed Security Services

FOUNDED:
2002

WEBSITE:
www.truenorthnetworks.com

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CRAIG VAN CURA
Director of Product and Technical Operations, True North Networks

True North Networks turned to Dropsuite specifically to offer their customers Dropsuite's Email Backup and Email Archiving products, which include Office, OneDrive, SharePoint, Teams, and Calendars, Contacts, and Tasks. Dropsuite's services are easy-to-deploy, easy-to-use, delivered securely, and regulatory compliant with many mandates, including those from FINRA, the Financial Industry Regulatory Authority.

"There were a lot of benefits with going with Dropsuite," says Van Cura. "It integrates well and is reliable," he adds. Dropsuite also provides solution providers such as True North Networks with a straightforward pricing structure that made it easy to sell. "Our customers appreciate this because they always know what it's exactly going to cost them."

Dropsuite Email Backup, included with Microsoft 365 Backup, ensures that critical business email data is backed-up and ready to be restored. If an accident or disaster strikes, automated and incremental backups take the pain out of restoring data. Dropsuite Email Backup is protected by military-grade AES encryption and can restore entire environments or individual files and folders on-demand, making Dropsuite's Email Backup the most complete cloud-to-cloud backup product available.

The True North Networks' team found the Dropsuite deployment very straightforward. "We had a dedicated staffer manage the initial deployment, and it was very easy for him to set up all of our customers simultaneously," says Van Cura.

> " One of the first customers that needed to restore had someone in their organization delete a subfolder. Fortunately, it took only 19 minutes from the time of the incident to their full restore."

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Director of Product and Technical Operations, True North Networks

"It is as simple as adding the customer mailboxes and then start backing them up."

Convincing customers to add Dropsuite's disaster and recovery services proved to be a snap. "After we show them the benefits and the cost, most of our customers choose to use Dropsuite because the value is substantial compared to the cost," he says.

True North Networks' decision to offer Dropsuite's Microsoft 365 Backup to its customers has already paid off for True North Networks and its customers. "One of the first customers that needed to restore had someone in their organization delete a subfolder. Fortunately, it took only 19 minutes from the time of the incident to their full restore. They were thrilled because they were back in business within 20 minutes," says Van Cura.

Since then, Dropsuite has helped many customers restore email, tasks, and calendars that were deleted. "Recovering data and getting people back to work quickly, that's what this is all about," Van Cura says.

WHY TRUE NORTH NETWORKS CHOSE DROPSUITE

- True North Networks sought a data protection platform that would reliably backup customer Office 365 data
- Exceptional email, data backup, and recovery capabilities
- Easily integrates with client technology environments
- Flexible licensing
- Meet growing cybersecurity and regulatory compliance demands

CONTACT US

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