BRITEVAULT

Why Managed Services Provider PulseOne Is Switching from AWS to briteVAULT

In Short, The Six Figure AWS Bill – and The Six Figure Talent Required to Keep it Running

PulseOne, a national MSP based in Southern California, had a problem – an annualized six figure Amazon Web Services (AWS) bill and the challenge of hiring and retaining the very expensive IT Managers capable of keeping AWS healthy. Chad Wiggins, Partner at PulseOne, knew something needed to change. Having met briteVAULT through servicing the same account, Chad became increasingly impressed with briteVAULT's services and, more specifically, how those services could relieve PulseOne of the need to retain and pay for top cloud talent.

BriteVAULT's Value-Added Services For MSP's

Since briteVAULT's cloud subscription is full-service and includes services like monitoring and remediation of local replication, automated snapshot creation and recovery, VM disk resource alterations (like add/remove RAM, expand disks, reboot/cycle power), firewall adds/moves/changes, and Disaster Recovery replication monitoring, Chad quickly realized that in switching to briteVAULT he would no longer need to staff AWS Cloud expertise at PulseOne. Additionally, there was another feature of briteVAULT's services that caught Chad's attention: briteVAULT's architecture helps thwart Ransomware attacks.

Mitigation Against Ransomware

MSPs are increasingly under constant threat that their clients will get compromised and encrypted by a nefarious actor demanding a ransom. briteVAULT's architecture offers a powerful counter-move to this threat. briteVAULT continuously replicates all production VM workloads to completely separate standby all-flash compute and storage nodes. These nodes have sufficient capacity to run the entire production workload in the event of a major disaster, ransomware encryption event, or even accidental deletion by a customer admin. Each production VM has 24 hourly snapshots stored on the replica hosts and any VM can be booted to any of those points in time.

Putting briteVAULT to the Test

Wanting to see the brightVAULT solution at work, Chad and his team decided to place one of their clients, a Hollywood design firm, on briteVAULT so they could get an inside look and prove the value. briteVAULT built a custom Microsoft Windows 2019 RDS farm and then handed the admin credentials over to PulseOne's team to deploy the users. Performance was never an issue: All-NVMe multi-chassis fault-tolerant storage, Intel's fastest Xeon processors, and 100gb inter-node connectivity. The back-end was high-end and capable of handling the most demanding workloads. After over a year of experiencing the premium briteVAULT deliverable, PulseOne is now ready to have the briteVAULT team migrate the entire AWS environment to briteVAULT, at a price too hard to pass up... zero dollars.

briteVAULT's Cloud Repatriation Services

Yep — you read that right: briteVAULT is performing the entire migration — for free!! As part of their repatriation services, brightVAULT agreed to handle migrating the entire AWS environment into a briteVAULT dedicated private cloud built and reserved just for PulseOne. This was a solution for everyone - PulseOne's engineers could continue to focus on solving their client's IT challenges and let briteVAULT do the heavy-lifting of the migration. To help ensure minimum downtime and a smooth migration, briteVAULT will invest in Zerto migration licenses to bring all of the VMs and data over. Zerto is the industry leader in cross-platform migrations and orchestrated DR. briteVAULT has experience in using Zerto to migrate VMs and data and knows that the premium price of Zerto is worth briteVAULT's investment to help ensure success.

Doing More Together

The success PulseOne and briteVAULT have forged together is leading to ever-increasing collaboration and partnership. Starting in 2022, not only will PulseOne continue to deploy brightVAULT services, but PulseOne will soon be offering in-OS help desk and support services to other MSPs in the briteVAULT ecosystem as briteVAULT seeks to bring more and more value-added services to the broader MSP marketplace. "Having such a tight feedback loop between our organizations has been key," says Chad, who is looking forward to the growth of the partnership.

What About You? Take The Next Steps

briteVAULT is currently offering MSPs free migration services to migrate their client workloads from AWS, Azure, VMware, or Hyper-V. Want to learn more? **Contact us** today to explore how briteVAULT can take your MSP practice to the next level.

PULSEONE
PEOPLE | TECHNOLOGY | PROGRESS

About PulseOne

Founded in 2002 in the Southern California beach community of Ventura, PulseOne has grown to include clients and service partnerships across the US. PulseOne serves a broad range of industries and has built a reputation of putting people and their businesses first. Their company tagline pretty much sums it up: "Your Success is Our Business". Interested in more information about PulseOne's MSP help desk and support services? Contact Us and learn more about those and other solutions to help you grow.