



A Midwest-based Accounting Firm Finds True Collaboration Working with SDV as a DRaaS Provider



The Customer

Customer is an award-winning, Midwest-based, independent accounting firm with approximately 100 employees serving family-owned and closely held companies for nearly 50 years.



The Challenge

The Customer was unhappy with their prior disaster recovery vendor due to a lack of communication and support, frustrations with timelines, and questions about data integrity. They turned to their tech advisor to find a new BaaS and DRaaS provider who would meet their compliance-driven needs while also providing robust support and proactive management.



The Situation

The Customer's goals for the project included:

- **Compliance:** Implementing a 7-year data retention policy with archival storage for older data.
- **Disaster Recovery:** Achieving a 4-hour Recovery Point Objective (RPO) and rapid restoration capabilities.
- **Security:** Ensuring immutable backups to protect against ransomware.
- **Operational Efficiency:** Offloading infrastructure management and leveraging SDV's 24/7 U.S.-based support.
- **Scalability:** Adopting a flexible pricing model to accommodate future growth.

In addition, the Customer emphasized the need to complete migration before the busy tax season and holidays, underscoring the critical importance of aligning the timeline.



The Solution

Working closely with the IT Partner, Sky Data Vault provided a tailored solution that met compliance requirements, ensured business continuity, and protected the Customer's data. SDV's solution was two-pronged.

- First, SDV deployed a managed on-prem appliance tailored to the customer's environment and worked with the customer to determine the appropriate retention schedule. This appliance would support rapid local recovery.
- Second, SDV provided cloud backup in their private cloud using Veeam, ensuring air-gapped and immutable storage. As part of the solution, SDV would ingest and store up to **50 TB of existing data** from the current provider, with pricing tiers extending to **100 TB and beyond** to accommodate growth. In the event of ransomware, site disaster, fire, flood, or electrical damage, recovery images stored in the SDV cloud can be restored within 30 minutes of request, with no egress fees.



Customer Outcomes

- **Recovery and backup services** offer an easy-to-understand pricing model and allow for budgeting and predictable costs.
- **A flexible services and pricing model** that can adjust as the customers' requirements evolve, accommodating growth.
- **Cloud recoverability tests**, available on an annual basis to verify that services are functioning correctly, at no cost to the Customer.
- **A solution that meets and/or exceeds mandates** and the Customer's compliance goals.
- **Advanced operational efficiency** with SDV's fully managed model, which advances the Customer's operational efficiency by reducing the burden on their limited IT resources.
- **SDV's transparent communication**, including regular updates, testing, quarterly reviews, and collaborative planning, satisfies the Customer's desire for true partnership.



Partner Outcomes

Since the Partner's relationship with the Customer was relatively new, the whole experience working with SDV cemented the Partner's role as a trusted solutions advisor. SDV's services proved to be easy for the IT Partner and seamless for their Customer.