

How XYZ outsources its IT and backup with PAV I.T. Services

ABOUT XYZ

XYZ is an award-winning, independent brand experience agency based in London, but with a global reach. The company was founded in 2012 to produce innovative and market-leading brand experiences.

THE CHALLENGE

As a small, but rapidly growing creative experience agency, XYZ did not have an IT manager internally, and were starting to struggle to handle the IT workload across the remainder of the team.

With an IT infrastructure including secure systems and tools such as the Office 365 environment, BlueJeans and Zoom and more and more blue chip clients coming on board, XYZ felt it was time to look for outsourced expertise. XYZ also had the need to run daily backups of business data from iCloud, Google Drive, also internal servers.

THE SOLUTION

XYZ use PAV Assure / Monitor IT Support for their day-to-day support with Office 365 and other tools. The company also selected PAV's Backup and Disaster Recovery (DRaaS) solution to provide a unified, cross-cloud data management service to protect and manage the organisation's data. The service is an enterprise-grade backup and DR service backed by Commvault's industry-leading technology that provides a flexible, highly-configurable data management solution enabling protection and recovery of data and systems.

THE RESULTS

Despite initially trialling various providers for their outsourced IT support, XYZ wanted more of a partner trusted advisor with deep expertise but also a personal touch at the end of a phone when needed. Because of this, they turned to PAV in 2012, and the two companies have been working together ever since.

XYZ's backups take place every evening to capture data created that day by the busy team, and retention periods are clearly defined to ensure the company's key files are safe.

All-in-all, PAV's support enables XYZ ultimately to focus on what they are good at - namely delivering excellent events for their customers. At the same time, the team know that their IT applications and data are in expert hands with the PAV team, and that friendly help is on hand at the end of a phone when they need it, but without the fixed overhead costs of hiring permanent IT staff.

ABOUT PAV

PAV I.T. Services delivers first-class IT Support, Project Delivery, as well as hosted Cloud and IT Security Services to companies of all sizes across the UK.

KEY TECHNOLOGIES

 Office 365

pavASSURE

pavMONITOR

COMMVault 

