

NETGAIN

About Customer

A managed cloud and IT services provider, Netgain has been providing IT services to mid-market firms in the accounting, healthcare, and legal industries for more than 20 years. Netgain helps to drive IT transformation, enhance security and resiliency, and improve the end-user experience.

www.netgaincloud.com

Geo

North America

Industry

Technology

Solution Area

Accelerate Core Applications
Modernize Data Protection
Enable Multi-cloud

Pure Storage®

Products in Use

FlashArray//X™
Pure1®

Netgain Protects Client Data in the Cloud

An award-winning managed service provider (MSP), Netgain couples its deep expertise in private and public cloud with industry-specific application expertise to deliver exceptional IT services to its accounting, healthcare, and legal clients. Data protection is the bedrock for these highly regulated industries.

As Netgain consolidated its data center footprint, storage efficiency and standardization were key to meeting these needs. Netgain uses Pure Storage FlashArray//X, enabled with Purity CloudSnap™ technology, to send data snapshots directly to the cloud. As a result, Netgain can meet the most demanding client recovery objectives quickly and cost effectively.

“CloudSnap has saved us hundreds of thousands of dollars in licensing fees and data center resources. We’ve also cut our overall cloud storage costs while increasing backup reliability and maintaining our recovery objectives.”

JERED RASSIER,
SENIOR DIRECTOR OF
INNOVATION, NETGAIN
TECHNOLOGY

Impact on Netgain



Saves hundreds of thousands of dollars in software fees, other resources



Data restores completed a few times/month, totaling 900+ restores to date



2 people can manage technology needs for hundreds of clients

Challenges



Clients required off-site DR for their data to qualify for cyber insurance



Backup software was costly to license and consumed extra time, and resources



Growth through acquisition made it difficult to manage data center sprawl

Results



Satisfies insurance conditions, meets SLAs including recovery objectives



Lowers costs by up to 40% with built-in, backup-to-cloud capabilities



Consolidates storage to optimize footprint, adding to overall cost savings

A Trusted Technology Partner

Netgain manages the technology infrastructure and delivers IT as a service to hundreds of clients. Given the nature of its clients' businesses, disaster recovery is a high-demand service. Evolving cyber threats require clients to maintain an off-site copy of their data in the cloud for insurance purposes. To facilitate this, Netgain used a third-party software.

Between the licensing, the computers, and the virtual machines acting as landing pads because Netgain couldn't migrate data directly to the cloud, Netgain needed storage capacity for both primary and incremental backups. This burdened the IT team, taxed the budget, and consumed data center space.

Protecting Client Assets

Netgain first purchased Pure Storage FlashArray in 2014 to power the performance of its clients' applications, ranging from electronic medical records and imaging to practice management and tax programs. Jered Rassier, Senior Director of Innovation at Netgain decided to further this investment with FlashArray//X, which now supports 7,000 unique applications running on 1,400 virtual machines and 340 servers, including Microsoft SQL Server, Microsoft Azure, AWS, and Cisco Unified Computing Systems workloads.

One of the benefits of FlashArray technology is the built-in functionality of CloudSnap, which can send snapshots directly from FlashArray to Amazon Web Services, allowing Netgain to provide quick and reliable offsite storage for our virtual machine images.

"CloudSnap has saved us hundreds of thousands of dollars in licensing fees and data center resources," says Rassier. "We've also cut our overall cloud storage costs while increasing backup reliability and maintaining our recovery objectives." Overall, Netgain has saved 40% over its previous backup solution.

Netgain recovers everything from individual tax files to entire environments from CloudSnap snapshots a few times each month, for reasons varying from human error to full VM recovery. In total, it has 1PB of data backups in the cloud and has completed 900 full restores to date.

Transforming IT Delivery

In addition to streamlining its backup services, Netgain has minimized data center sprawl resulting from a series of acquisitions and standardized on Pure Storage. The small IT team uses the Pure1 platform to help it manage the storage environment.

"We have two people overseeing backup, storage, and virtualization for thousands of end users," says Rassier. "As we grow, Pure is helping us deliver on the promise of technology as efficiently as possible."

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