FirstNet brings greater resilience to companies in South Africa with Veeam

"Using Veeam Cloud Connect, we're helping customers take the first step in their cloud journey. As a result, our relationship with Veeam is contributing to our growth as a business."

— Dave Campbell,
   Cloud Product Manager,
   FirstNet

The business challenge

As more companies move towards 24/7 operations, ensuring non-stop access to essential business systems is a growing priority. But for any enterprise, interruptions to critical IT services can have serious consequences for your reputation and bottom line.

For companies in South Africa, protecting business continuity can be a particular challenge. FirstNet, a leading cloud solutions provider, saw a chance to address a gap in the market.

"We wanted to help clients keep their businesses going no matter what." said Dave Campbell, Cloud Product Manager at FirstNet. "Whether the power goes out or, as happened recently in the KwaZulu-Natal region, civil unrest puts critical infrastructure under threat. We are also seeing customers acknowledging ransomware as a growing reason to have a second copy of critical business data offsite."

FirstNet decided to extend its solutions portfolio to include Backup-as-a-Service (BaaS) and Disaster-Recovery-as-a-Service (DRaaS). To make its new offerings a reality, the company wanted a powerful, intuitive management solution.

"As a cloud solutions provider, we're always looking to deliver greater value to our customers while maximizing internal efficiency," said Dave Campbell. "The platform had to make financial sense for us, so that we could offer competitive pricing to our customers."

Industry

Technology

Region

Middle East & Africa

Company

One of South Africa's leading single-source providers of cloud solutions, FirstNet has data centers in KwaZulu-Natal, Gauteng and Cape Town. The company offers innovative cloud solutions, alongside complementary connectivity, security and voice solutions. FirstNet tailors private, hybrid and public cloud environments to meet specific client requirements.

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The Veeam solution

To underpin its BaaS and DRaaS solutions, FirstNet selected Veeam® Cloud Connect. The all-in-one platform offers service providers everything the company needs to manage and monitor remote backup and DR services for its customers.

"In surveying the market, we discovered that Veeam Cloud Connect is the best-of-breed option," said Dave Campbell. "It supports multiple hypervisors, including VMware and Hyper-V, which are used by most of our customers. The licensing model is straightforward and well-priced, a key advantage for us."

Through Veeam Cloud Connect, FirstNet can easily and simply onboard new customers. Once up and running, the company harnesses the platform's remote monitoring and management functions to ensure that everything operates smoothly. The company offers customers access to a self-service portal via the console, where they can manage their own backups and DR measures.

"We can stay on top of our customers' backup and DR environments with minimal effort," said Dave Campbell. "We have insight into their workloads from a central point of control, allowing us to resolve any issues fast. At the same time, we empower our customers to select and implement their own backup parameters or security settings."

FirstNet has now added Veeam Backup *for Microsoft Office 365* to its offering, giving customers an added layer of protection. The company is finding that BaaS and DRaaS are often a good entry point for prospects that are yet to embrace cloud services.

"Using Veeam Cloud Connect, we're helping customers take the first step in their cloud journeys," said Dave Campbell. "We find that once they trust us with their backups or DR, they're more likely to consider shifting production workloads from on-premises to the cloud. As a result, our relationship with Veeam is contributing to our growth as a business."

Challenge

Operating in South Africa, companies can face unique challenges to business continuity, such as power outages, local skills shortages or even civil unrest. FirstNet saw an opportunity to offer enterprises additional layers of resilience through cost-effective, convenient Disaster-Recovery-as-a-Service and Backup-as-a-Service offerings and began seeking the technology to make that happen.

Solution

Veeam Cloud Connect

Results

- Restores client environments in minutes in the event of a disaster, enabling them to operate without interruption

- Reduces risk and simplifies compliance for customers by enabling continuous improvement to disaster recovery testing abilities

- Saves FirstNet an estimated 20 hours per month on management while extending the company's service portfolio

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The results

- **Restores client environments in minutes in the event of a disaster, enabling them to operate without interruption**
  "FirstNet helps companies withstand threats from ransomware, unreliable power supplies, civil turmoil and more," said Dave Campbell. "With Veeam technology, we're providing additional layers of business resilience."

- **Reduces risk and simplifies compliance for customers by enabling continuous improvement to disaster recovery testing abilities**
  Puts clients' minds at rest with frequent DR trials, helping companies to prepare for the worst-case scenario and meet challenging audit requirements.

- **Saves FirstNet an estimated 20 hours per month on management while extending the company's service portfolio**
  By maximizing internal efficiency while augmenting the company's offering, Veeam technology contributes to FirstNet's competitive edge.

About Veeam Software

Veeam® is the leader in backup, recovery and data management solutions that deliver Modern Data Protection. We provide a single platform for cloud, virtual, SaaS, Kubernetes and physical environments. Our customers are confident their apps and data are protected and always available with the most simple, flexible and reliable platform in the industry. Veeam protects over 400,000 customers worldwide, including more than 82% of the Fortune 500 and over 60% of the Global 2,000. Veeam's global ecosystem includes 35,000+ transacting technology partners, resellers, service providers, and alliance partners, and has offices in more than 30 countries. To learn more, visit **www.veeam.com** or follow Veeam on LinkedIn **@veeam-software** and Twitter **@veeam**.

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