

## Qualitas Networks

*Customer Success Story for IT Services Company*

### TESTIMONIAL



*"We have never lost a file from a customer using NovaBACKUP solutions. More than one time our customers have been saved from threats like ransomware. It's our go-to backup solution for all our customer's needs."*



**Jose Eduardo Oliveira,**  
Partner at Qualitas  
Networks

### BOOK A DEMO

Visit [novabackup.com/partners/msp](https://novabackup.com/partners/msp)  
to schedule a call with an  
MSP Account Manager.

### CONTACT US

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### Brazilian MSP, Qualitas Networks, Utilizes Disaster Recovery Features to Secure Small Business Data

Based in São Paulo, Brasil, Qualitas Networks provides professional IT services that help businesses adapt to rapidly changing business conditions and deploy flexible, secure IT infrastructure. Their services range from technology consulting, to cloud computing, data protection, systems deployment, and providing day-to-day IT management. As a rule, Qualitas managed services must not only be of the highest quality, but must also be in alignment with the client's growth strategy.

Working with Qualitas, organizations are able to reduce their costs and improve efficiency through better asset management. Qualitas first analyzes the organization's software and hardware to see how adjustments can lead to performance improvements that will help meet business objectives. Data and security technologies are then consolidated to simplify management. Next, backup operations are fine-tuned to run more transparently and follow best practice recommendations to meet the strictest industry compliance requirements.

### How Does Qualitas Utilize NovaBACKUP?

Qualitas recently integrated NovaBACKUP's Central Management Console, included when becoming an MSP partner, as it provide visibility into all customer backup jobs at a glance. Image backup jobs are conducted weekly to ensure that the Operating System volume is secured. Full file backups are scheduled weekly with differential file backups performed every weekday. Virtual machines have backup schedules based on their level of importance, with numerous systems backed up daily.

## CASE STUDY

### Qualitas Networks Recent Backup Use Case

#### PARTNER PROFILE

##### Qualitas Networks

**Business Type:**

Managed Service Provider

**Vertical Focus:**

Small businesses (print shops, startups, accounting firms, law firms, construction)

**Customer size:**

15 to 250 employees

**Prior Solutions:**

Arcserve, BackupExec

#### COMPLEMENTARY EVALUATION

For a complimentary evaluation of your backup environment, speak with one of our data protection experts today.

[www.novabackup.com/msp](http://www.novabackup.com/msp)



*"This has resulted in total data security for our customer's", says Jose Oliveira. "We've never failed to restore a compromised server using NovaBACKUP. That's why we've continually used this solution since 2010." Whether ransomware attack, deleted files or a crashed Operating System, Qualitas always returns customers to a state of productivity.*

#### RECENT BACKUP USE CASE

The Qualitas team had responded to a support request by one of their clients, a large accounting firm. Their file server was utilizing over 30 million files in the Windows file system, a massive MFT that was causing degraded performance and operating system crashes. The sheer number of millions of tiny files made the generation of a full backup unfeasible within a realistic time frame. The team instead chose to utilize image backups, a highly-flexible backup technology within NovaBACKUP software products.

Qualitas accessed an older image and was quickly able to restore to an entirely dissimilar set of hardware in order to reestablish access to data and productivity. A second image of the crashed volume (not bootable by Windows) was utilized to bring back the most current data. Between the two images Qualitas was able to get the customer's environment back online without losing a single file. From that point the Qualitas team was able to clean up other massive and problematic folders, performing file maintenance that made a regular full-backup more realistic for the client.

##### About NovaBACKUP

**NovaBACKUP Corporation** specializes in offering local and cloud backup and disaster recovery with unmatched support.

For more than a decade, we have been committed to providing all-inclusive and powerful HIPAA, FERPA and GLBA compliant data protection to thousands of MSPs and professional offices around the globe.

[www.novabackup.com](http://www.novabackup.com)