

Rogue IT Provides Medical Practices with a Managed Backup Service, and Gains a Partner That Cares

Rogue IT Solutions

Rogue IT Solutions was ready to provide a reliable backup service—and with NovaBACKUP it's doing just that. Plus, it's gained unrivaled support from an expert team.

AT A GLANCE

CHALLENGE

To offer clients a HIPAA-compliant backup service.

SOLUTION

NovaBACKUP Managed Backup

BENEFIT

Comprehensive capabilities and unmatched support from a team that cares.

Rogue IT Solutions supports its clients with all their technology needs, so they can focus on running their business and achieving their goals. This includes full-service management plans, third-party software integration and support, hardware and software upgrades, security and threat prevention, and more.

When Derrick Faria, Director of Rogue IT Services, decided to add managed backup and disaster recovery services to his roster, he wanted to find the best backup solution to offer his clients.

"If you're going to look into backup providers, I'd definitely recommend checking out NovaBACKUP."

Derrick Faria, Director, Rogue IT Solutions

A need for HIPAA-compliant, comprehensive backup

Rogue IT's clients are primarily in the medical and dental industry, so any backup solution would need to be aligned with HIPAA. It would also need to make sure business-critical information, like practice management and imaging databases—as well as any extra information the client specified—would be secured and recoverable in the event of a crash.



After asking his peers what backup solution they'd recommend, Derrick was pointed toward NovaBACKUP. He compared other potential solutions, then chose NovaBACKUP as it delivers all the features he needs at the most competitive price.

All the necessary features, delivered expertly

Using NovaBACKUP, Rogue IT offers raw- or monitored-data backup plans depending on whether clients want to monitor their own backups and flag any issues or have Rogue IT take care of everything for them.

NovaBACKUP delivers all the features Rogue IT needs. Plus, it's continually adding new capabilities to make the solution and service even better. *"As I've been using NovaBACKUP, any features I've suggested adding are already in the pipeline,"* says Derrick. *"It's like the team are on the exact same wavelength as me."*

One example of this was adding a feature where Rogue IT could see the history of data for each individual backup. *"I had a scenario where data was growing exponentially and not properly pruning on the backend,"* explains Derrick. *"I was able to find the problem and with the help of NovaBACKUP's support could resolve the issue completely from a support and billing perspective."*

"It's so nice when I can call a support line and I'm not grumpy and frustrated after the call," Derrick adds. And, inevitably, when he suggested creating the feature to add more historic data visibility, it was already in the works.

Unrivalled support from a team that cares

As well as delivering all the capabilities he needs, Derrick finds NovaBACKUP's support team to be a huge benefit.

"My favorite part of my experience with NovaBACKUP is the support team," says Derrick. *"When I send an email and someone from the team replies I can just tell that they care, and they comprehend what's going on, communicate clearly, and quickly resolve issues."*

"With other backup companies, communicating with support was just a frustrating waste of time. That isn't at all the case with NovaBACKUP."

A backup partnership to grow into the future

The area of central California in which Rogue IT operates has no shortage of dental and medical offices in need of IT support. Derrick is excited to expand in the future and tap further into this huge market. And he's happy to be using NovaBACKUP to deliver the managed backup and recovery services that his current and future clients deserve.



ABOUT NOVABACKUP

For more than a decade, NovaBACKUP has been a trusted provider of flexible, all-inclusive data protection solutions for Managed Service Providers (MSPs) and professional offices worldwide. As industry leaders in Backup and Disaster Recovery, we bring extensive experience in helping specialized industries meet strict data protection goals.

At NovaBACKUP, our primary goal is to simplify and enhance data protection for our clients. More than just powerful backup technology, our team of backup experts is dedicated to providing unparalleled support. We take a people-first approach to backup, understanding that every unique environment requires a personalized approach to data protection.


With NovaBACKUP, our commitment to exceptional support ensures that you have a reliable partner in data protection. Learn more about NovaBACKUP and explore our comprehensive range of data protection solutions by visiting our website at www.novabackup.com.


CONTACT US


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Visit novabackup.com/msp to schedule a call with a Managed Backup Services Account Manager.



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