

TLC Netcon Delivers Comprehensive Backup Services to Customers, and Recoverability They Can Rely On

TLC Netcon

TLC Netcon Inc needed to find a new backup solution to offer managed backup to its customers. And NovaBACKUP delivered everything it needed.

AT A GLANCE

CHALLENGE

To provide a cost-effective backup solution for customers.

SOLUTION

NovaBACKUP Managed Backup

BENEFIT

Backup *and* recovery that customers can rely on.

TLC Netcon Inc is a managed service provider dedicated to giving its clients more than they pay for. Much more than just a break/fix service, the company offers comprehensive support whenever customers need something done—essentially becoming their IT department. By using managed services, TLC Netcon can facilitate this service and build extra offerings for customers.

Tony Linton, Owner of TLC Netcon, serves a diverse range of customers—from chiropractors to manufacturers. And when his previous backup offering was discontinued, he needed to find a new solution that would keep his customers' data secure.

“NovaBACKUP does exactly what I need, and I love them. Their support is great, they're always available, and it's local.”

Tony Linton, Owner, TLC Netcon Inc

The hunt for a backup solution that could support every customer

Any new backup solution would have to meet the appropriate regulatory requirements for all of TLC Netcon's customers that handle sensitive data. That meant aligning with HIPAA for customers in the medical space, and CJIS for those that hold public services information. As part of CJIS alignment, the company also needed all cloud backups to be stored in the continental US.

After investigating potential options, Tony discovered that NovaBACKUP could meet all his needs and more. *"I had to find a new backup solution, and that was NovaBACKUP,"* he says. *"I researched it and researched it and loved what I saw. I also looked at a few other solutions but wasn't as impressed."*

The support offered by NovaBACKUP's experts was also a huge plus for Tony. *"Support is complimentary and all US-based, so there are no language or time-zone barriers,"* he explains. *"And there's a mutual understanding of the products and industry that's specific to the US."*

Expert support to help get the most out of the solution

After doing his research, and deciding on NovaBACKUP, Tony was quick to add the product to his roster—and the support team was there to help ease the process.

"The support team has been just super," says Tony. *"When you start using a new product there's always a learning curve. The team helped me out with a few things around best practices."*

"Support has continued to be great throughout my relationship with NovaBACKUP," he continues. *"If I've had a problem, they've always been able to resolve it. And even if the scenario was particularly quirky, or if it's something on my own server, the team will work it through with me and always find a solution."*

Backups that work and are easily recoverable

TLC Netcon offers secure and comprehensive managed backup services as an additional capability that customers can add to their base package.

Tony takes care of monitoring, managing, and updating backups for his customers so they're free to focus on other areas of their business, knowing their data is protected. And NovaBACKUP's cloud capabilities and compatibility with different storage systems have made monitoring backups even easier and faster for Tony, so he can spend more time with more customers rather than traveling around to just a few.

As Tony sums it up:

"Everything is working significantly better with NovaBACKUP."

Crucially, TLC Netcon's customers don't just benefit from comprehensive, quick, and simple backups. Being able to easily recover data when necessary is also vitally important—especially in northeast Texas where tornados are common.

"NovaBACKUP is a lifesaving—and data saving—product," explains Tony. *"For example, one of my customer's hard drives completely failed—it was unrecoverable. Thanks to NovaBACKUP, we had a good backup of his, I gave him the key and had him create a zip file and we recovered his data very quickly."*

Choose a proven product for peace of mind

Tony also has some advice for other IT professionals looking to add managed backup to their suite of services. *"To anyone looking for a backup offering, my advice is to find a solution that is scalable, easy to manage, and has good recoverability,"* he says. *"It's one thing to back data up but can you get it back? With NovaBACKUP, I've already proven you can."*



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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