

Data Northwest Switched to Retrospect for the Dependable Vendor Relationship



“From a technology standpoint, Retrospect is mature, and from a customer service standpoint, the Retrospect team is great. We’ve been through a lot of backup products, and Retrospect is the best.”

Tom Wilson
Owner
Data Northwest

BUSINESS BACKGROUND

Data Northwest is a managed service provider in Great Falls, Montana. They sell everything from computers to point-of-sale (POS) systems to digital signage, with clients ranging from one terminal POS systems to engineering companies with 250 employees and twelve sites.

Data Northwest’s clients trust them with their entire infrastructure. They handle all the services and send customers one bill.

Tom Wilson is the owner and self-described “Chief Bottle Washer”. Scott Johnson assists Wilson as Sales Manager. They’ve worked together for 25 years.

Data Northwest is an Elite Partner with Retrospect since 2018.

DEPENDABLE RELATIONSHIP

Wilson said they only needed one reason to switch to Retrospect. “Retrospect supports us,” said Wilson. Data Northwest has sold Veritas Backup Exec, Barracuda, and Acronis, and they dropped each due to the vendor relationship. “We’ve been through a lot of backup products, and Retrospect is the best,” added Wilson.

“Every backup product that we’ve used has all of the features we need. They all worked,” said Wilson. “But Retrospect supports us as a partner.

Industry

Managed Service Provider

Environment

- Hundreds of clients
- Wide range of environments

Key Challenges

- A consistent vendor relationship

Solution

- Retrospect Backup
- Retrospect Partner Program
- Retrospect Partner Portal and Centralized Management Console

Key Benefits

- Reliable backup solution
- Dependable vendor relationship

CASE STUDY

They value the relationship," added Johnson.

"From a technology standpoint, Retrospect is mature, and from a customer service standpoint, the Retrospect team is great," said Wilson.

"Retrospect offers a product line that handles everything from POS to a large company. All of our customers utilize the cloud. We set them up with Google Cloud, and Retrospect can back up to it."

PARTNER TOOLS

Data Northwest is able to see all of their clients using Retrospect in their Retrospect Partner Portal.

"The interface is clear and easy-to-use. All of the information I need is there, like renewal dates for each client," said Wilson.

Retrospect Partner Portal also includes sales collateral, a minisite, not-for-resale (NFR) license codes for the entire product line, and on-demand videos covering Retrospect Backup and Retrospect Virtual.

Retrospect Management Console is included free for every Retrospect Partner.

It enables each to see all of their clients' Retrospect instances in a single pane of glass. Retrospect Management Console is a paid feature for end users.

ABOUT RETROSPECT

Protecting 100 Petabytes in over 500,000 homes and businesses in over 100 countries, Retrospect is dedicated to providing reliable backup and recovery tools for professionals and small-to-midsize businesses with Retrospect Backup and Retrospect Virtual, covering physical servers and endpoints, virtual environments, and business applications. With three decades of field-tested expertise, Retrospect meets the needs of organizations that require the highest level of recoverability.

The Retrospect Partner Program allows resellers and managed service providers to deliver complete data protection to their clients with better training, better tools, and generous margin. Our website features a thousand partners from around the world.

Retrospect is a proud member of the StorCentric family of brands.

"Retrospect supports us. They value the relationship."

Scott Johnson, Sales

www.retrospect.com