

NovaStor xSP Enables Backup Services for the Pharmaceutical Industry

Summary

The Fred IT Group is Australia's largest IT solution provider to the pharmacy industry, serving over 3,000 customers throughout the country with managed IT services and the market leading Fred Dispense and Fred Net broadband. In 2006, the company decided to add secure online backup to its service offerings and after evaluating several solutions, chose NovaStor xSP as their online backup platform.

strong encryption, Thomas was also looking at several other criteria:

- Compliant with government regulations
- Scalability to support aggressive growth
- Reliable software
- Automation and notification system
- Excellent technical support
- Ongoing product development
- Transparent and economic license model

Reasons for NovaStor

- Continual product development
- Reputable references
- Hands on support
- Reliable software

Security a Priority

Before launching their online backup service, The Fred IT Group offered local backup as a managed service. "It was a drain on our support resources," said Thomas, "We would have to send people onsite every time a customer had an issue." So, when evaluating software for their online backup service, they were looking for a product that would consistently make successful backups and notify administrators immediately if a backup failed.

Andrew Thomas, Technical Services Manager at The Fred IT Group, led the research and evaluation process. "We are hosting pharmaceutical data, which includes confidential things like patient records, so encryption and security was critical," said Thomas, "The software had to enable us to meet certain government requirements." In addition to supporting

Hands on Support Leads to Early Success

"We originally picked out four companies and were able to eliminate two of them right away, without even really looking at the products," explained Thomas. "We wanted to be sure we chose a vendor that had excellent support and ongoing development." After narrowing his list to two solutions and thoroughly evaluating both, Thomas ultimately chose NovaStor xSP. "It seemed to be the more reliable product," he explained, "There were a lot of reputable companies already using it, it was easier to set up and configure and it supported strong end-to-end encryption of our customer's data."



After a slow start, The Fred IT Group's online backup service experienced rapid growth

Customer Quote


"With NovaStor's licensing, we've got our money back on all of the software and the hardware already and at this point, the more people we get on board the better our margins get."

(Andrew Thomas, Technical Services Manager, Fred IT Group)

when, six months after launch, the Australian government provided a bandwidth subsidy to pharmacies, making the service instantly more accessible. After signing up nearly 500 customers in the first year, they needed to adapt their infrastructure to the growing requirements. Fortunately, NovaStor's support team was there to assist. "The support was particularly good early on," Thomas explained, "We had a big growth spurt where our hardware couldn't keep up. The NovaStor support team worked with us to identify bottlenecks that were caused by hardware and helped us design solutions that allowed us to continue growing."

A Good Long Term Solution

NovaStor xSP has allowed the Fred IT Group to lower their overhead by reducing the amount of resources required to man-

age customer backups and enabling a more proactive approach. "We are able to notify our customers if their backups aren't successful," Thomas said. "We can also provide them with weekly and quarterly reports that tell them what they backed up and when."

Five years after launching the online backup service with NovaStor xSP, Thomas is confident that he made the right choice in selecting NovaStor as a technology partner. "We've had good support and regular updates," he said.

NovaStor xSP currently allows The Fred IT Group to operate a successful online backup service to 700 customers, with plans for future growth. "We're almost at the point where we need to buy more licenses," said Thomas.

Business Benefits:

- *Limits overhead with easy management and administration*
- *Compliant with government data security regulations*
- *Licensing allows generous margins*
- *Features allow for a competitive service*
- *Supports rapid growth*

**"The product has been continually developed, which is a good thing for a technology company. Any time we've had a specific issue with a client, it has been fixed in the next version."
(Andrew Thomas, Technical Services Manager, Fred IT Group)**

At a glance

The Fred IT Group provides secure online backup to their customer base of pharmacies throughout Australia.

Founded:	2006
Number of customers:	700
Total data volume:	1TB
Infrastructure / Number of servers:	5 separate front end servers connecting to one database and 5 separate file storage locations.
Company URL:	www.fred.com.au



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