



Managed Service Provider Discover Pty Ltd's Seamless Data Protection and Simplified Management with Dropsuite

In the dynamic realm of Managed Service Providers (MSPs), data security is non-negotiable. Discover Pty Ltd - an MSP based in Australia and partnered with technology company Manage Protect – shares their journey partnering with Dropsuite.



Discover Pty Ltd is an Australian managed services provider established in 2001, delivering IT solutions across multiple sectors, including transport, warehousing, biomedical, manufacturing, and residential property management. With a strong emphasis on reliability and data protection, Discover faced increasing challenges in managing backups and ensuring seamless integration with cloud services. Their previous backup solution, a competitor of Dropsuite's, failed to meet expectations, particularly in terms of ease of use, reliability, and data recovery.

After experiencing frustrations with this competitor, particularly during critical recovery scenarios, Stuart Liston (Service Delivery Manager at Discover Pty Ltd) and his team, alongside their partners, Manage Protect, sought out an alternative solution that would streamline data protection and ensure business continuity. This led to the subsequent adoption of and transition to Dropsuite.

Challenges Faced Before Implementing Dropsuite

Discover's key pain points centered around the inefficiencies of their previous backup solution, a competitor to Dropsuite. The following challenges drove their search for a better backup service:

- Complex Licensing and Management**
 Prior to working with Manage Protect, managing Microsoft licensing through their previous partner was a cumbersome and inefficient process. The switch to Manage Protect simplified their licensing management, reducing the administrative burden.
- Unreliable Backup Performance**
 The previous backup solution failed to deliver on its promise of reliable, easy-to-use backup services. The platform was difficult to manage and Discover Pty Ltd encountered persistent issues with data recovery



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and retrieval, making it a liability for their clients.

- **Data Retrieval Failures**

The competitor was especially problematic during critical moments when data recovery was necessary. Stuart highlighted an ongoing issue where data from the competitor had been unavailable for months, causing operational headaches.

Transition to Dropsuite's Solution

When Discover Pty Ltd made the move from the competitor to Dropsuite, the transition was described as "seamless." Despite some initial hurdles caused by the competitor's limitations, Stuart praised Dropsuite for its ease of integration and reliability. The onboarding process was smooth, and Dropsuite's ability to quickly begin backups without complex setup meant the team could immediately trust the solution.

"The Dropsuite portion was really, really easy. It just integrated, we set it up, it started taking backups, and the process was very easy to use," says Stuart.

Key Benefits

Simple and Intuitive User Interface

According to Stuart, one of the standout benefits of Dropsuite is its user-friendly design. Both Stuart and his team found the platform incredibly intuitive. For instance, when needing to restore emails from years prior, Stuart is able to locate and restore the required data quickly and without the need for extensive documentation or technical support.

"Within five minutes I had found the emails and had them restored. It was that easy to use," Stuart recalls.

Reliability and Peace of Mind

Dropsuite's reliability has been a game-changer for Discover Pty Ltd. Stuart highlighted that the backup service consistently performs without fail, providing much-needed peace of mind. Regular monitoring and alerts ensure that the team is immediately aware of any issues, though such instances have been rare.

"The beauty of it is that it just works, and the data is always there when we check," says Stuart.

Robust Data Recovery

Dropsuite's data recovery capabilities have been crucial in preventing data loss, especially in situations where users attempted to delete important data maliciously or by mistake. Stuart shared a recent example where a departing employee deleted their entire mailbox, including the deleted items. Thanks to Dropsuite, the entire mailbox was restored swiftly, preventing any disruption or data loss for the business.

Seamless Integration with Existing IT Infrastructure

Dropsuite integrates effortlessly with Discover Pty Ltd's existing IT infrastructure, allowing the team to focus on other areas of their business. This integration was a significant improvement over the previous competing solution, which had created unnecessary complications.

"Seamless. It's easy to onboard new clients, and it hasn't failed us at this point," Stuart recalls.

Overall Satisfaction and Ongoing Partnership

Stuart and his team at Discover Pty Ltd are highly satisfied with both Dropsuite and their partnership with Manage Protect.

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Stuart Liston

Service Delivery Manager,
Discovery Pty Ltd

The personalized engagement from Manage Protect's support and account management teams has been particularly appreciated. Stuart noted that Manage Protect stands out from other vendors in terms of responsiveness and customer service, making them a trusted partner in the business.

"We have the best engagement with Manage Protect compared to any of our other vendors, particularly the larger ones," Stuart says.

The partnership with Manage Protect and the adoption of Dropsuite has had a significant impact on Discover Pty Ltd's business operations. The ease of use, reliability, and simplicity of Dropsuite has not only enhanced their backup and recovery processes but has also increased overall operational efficiency. The Converge portal provided by Manage Protect has further simplified licensing and client management.

"Having these tools at our disposal makes everything run smoothly, and the support is always there when we need it," says Stuart.

Would Stuart recommend Dropsuite and Manage Protect to others?

"I do already! Whenever someone asks about Microsoft 365 backups, I always recommend Dropsuite through Manage Protect."

Conclusion

For Discover Pty Ltd, Dropsuite has transformed their data protection strategy. By simplifying backups, ensuring reliable data recovery, and integrating seamlessly into their existing IT framework, Dropsuite

has become an invaluable part of their business. Stuart continues to recommend Dropsuite to peers and credits Manage Protect for fostering a strong and supportive partnership.

This case study demonstrates how Dropsuite delivers reliable, seamless backup solutions that empower IT providers like Discover Pty Ltd to focus on business growth without worrying about data protection failures.

Get in Touch:

To get in touch with the Dropsuite team, click [HERE](#).

To get in touch with Manage Protect, click [HERE](#).

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For more information, please contact us:
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