



20,000 Mailboxes Migrated. Backup Stability Restored with Dropsuite.

Since 2009, Australia based IT support When High Point Networks experienced a rapid decline in the quality of support from their existing backup vendor, the premier managed IT services provider (MSPs) made the move to Dropsuite, a NinjaOne company – achieving a seamless migration and faster, more dependable recovery for thousands of users across America.

For over two decades, High Point Networks has assisted customers throughout their business journeys by providing unparalleled expertise, support, and guidance. The MSP serves thousands of customers across 48 states, providing expertise in several technology domains, including cyber and physical security, data, network infrastructure, and audio & video. Today, High Point Networks offers customers supplemental support alongside in-house teams, not to replace them, but to augment their capabilities with specialized expertise – an approach that is foundational to High Point Networks' service model and dedication to ensuring their customers' operations run smoothly and stress-free.

However, High Point Networks' commitment to delivering superior and responsive services to its customers was at risk when their existing backup services provider was acquired. Very quickly, the quality of support they were receiving dropped significantly. The backup vendor's internal team lost critical institutional knowledge, and service tickets often went

unresolved. The technical account manager provided little to no support, and after his departure, the High Point Networks team was left without any dedicated assistance.

This deterioration in support was compounded by product instability. As Microsoft transitioned to the Graph API, the backup platform failed to adapt, leading to months of unreliable backups. Success rates dropped, with 5-15% of backups failing during critical windows.

"Backups are our customers' safety net – and they expect reliability. Unfortunately, with our previous solution, we couldn't always deliver on that promise," acknowledged Brandon Conkins, Director of SMART Security at High Point Networks. "Additionally, our internal teams didn't trust the solution anymore. And when your sales team can't stand behind the backup product, that's a major issue."

From Setbacks to Solutions: Choosing a Reliable Platform and Partner


High Point Networks explored several alternative backup vendors but found many solutions that weren't designed with MSPs in mind. Some came with impractical pricing models and added unnecessary complexity, while others cautioned that migrating 20,000 inboxes would be too risky or difficult to carry out successfully.



INDUSTRY:
Information Technology

FOUNDED:
2003

WEBSITE:
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That all changed when Dropsuite entered the conversation. Initially unfamiliar with the platform, High Point Networks began their due diligence and was quickly impressed, ultimately selecting Dropsuite to replace their existing SaaS backup services vendor. The decision was driven by a combination of practical benefits and strategic fit.

Customer-centric culture

High Point chooses to work with vendors who feel like extensions of their team, and Dropsuite fit that mold. “From the start, the technical validation went smoothly, and our experience with the team was outstanding,” recalled Conkins. “Everyone we interacted with reflected our own values – customer-first, responsive, and authentic.”

Trusted technology

High Point Networks was impressed with the power and simplicity of the Dropsuite platform. “It just works, everything from tenant setup to backup monitoring is intuitive,” explained Caleb Scansen, Systems and Security Manager at High Point Networks. Dropsuite renewed the MSP’s trust in their backup solution. “Backups are the one area where customers have zero tolerance for failure. We needed to know that a green checkmark truly meant success. Dropsuite delivered that confidence.”

Straightforward pricing

Dropsuite’s transparent pricing model helped High Point Networks avoid billing surprises and was a crucial factor since High Point Networks absorbed the transition costs. Conkins asserted, “We couldn’t go back to customers and charge them for a decision we made. Dropsuite’s flexibility made the change financially viable.”

Seamless Migration of 20,000 Mailboxes—No Downtime, No Headaches

Despite the daunting task of migrating 20,000 mailboxes, Conkins affirmed, “It was the most seamless migration we’ve ever done.”

Migrating cloud data between providers can be complicated, but Dropsuite Partner Services makes it easier for MSPs by eliminating common roadblocks such as unexpected costs, inflexible contracts, and legacy technology. From data extraction and ingestion to system integration, Dropsuite manages the entire transition, allowing MSPs like High Point Networks to stay focused on supporting their customers and growing their business.

“Dropsuite’s Partner Services team was instrumental. From day one, it was clear they had done this before, whereas most vendors we evaluated either couldn’t handle legacy data or made a migration sound like a high-risk effort with uncertain outcomes,” shared Conkins.


During the migration, Scansen said the project management was excellent, and his team was always kept in the loop. “Dropsuite’s Partner Services kept the process moving with detailed spreadsheets, tenant access, and transparent handoffs. Even when someone was out on vacation, the communication never dropped.”

From Pain to Performance: What Changed After the Switch

Migrating High Point Networks’ SaaS backup business to Dropsuite has been a game-changer according to Conkins. “We only partner with best-of-breed solutions, and Dropsuite has absolutely delivered. Our error rates have dropped to nearly zero, and the rare exceptions typically

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resolve on the next run – requiring no intervention from our team. That’s a huge time saver. Their support is outstanding – highly responsive, attentive, and often proactive, with a genuine “we’ll handle that for you” approach. The platform itself is intuitive, and doing business is made easy with straightforward SKUs and pricing. We couldn’t be happier with the decision to partner with Dropsuite.”

High Point Networks has achieved significant, tangible results by switching to Dropsuite, including:

Accurate error reporting that saves time and builds trust

With Dropsuite, the errors High Point Networks sees are real – not false positives or phantom issues like they experienced with their previous vendor. “That clarity alone saves us hours each week in unnecessary troubleshooting and gives us greater confidence that our backups are functioning as intended,” explained Scansen.

Significant time savings and faster recovery at scale

The improvement in speed using Dropsuite has been dramatic – and reliable. “Restores that used to take anywhere from 12 to 48 hours now take just minutes with Dropsuite. We even stress-tested it by restoring a 400GB SharePoint site just to see if it would break. It didn’t,” revealed Conkins. “That level of performance gives us the confidence to respond quickly and minimize downtime, no matter the size of the dataset.”

Unmatched backup frequency for greater data protection

Dropsuite’s high-frequency backup cadence – originally 12 times per day and now increased even further – far exceeds

what most competitors offer, which is typically just one to three backups daily. “That level of redundancy is unmatched,” declared Conkins. “It gives us peace of mind knowing we can restore data from nearly any point in the day, reducing risk and potential data loss to virtually zero.”

Built-in archiving that meets customer demands

Archiving capabilities are something High Point Networks’ customers had been asking for repeatedly – and until now, they couldn’t deliver. “For the first time, we can confidently say yes to long-term archiving requests without adding complexity or extra tools,” said Conkins. “We finally have a solution that makes it easy to retain, search, and access historical data.”

Fueling Trust and Operational Excellence


Since adopting Dropsuite, High Point Networks has not only stabilized their backup operations but regained internal and external trust in the service. “Our engineers trust it. Our sales team is confident selling it. And our customers get the peace of mind they expect,” said Conkins.

That operational excellence is mirrored in industry recognition for High Point Networks:

- Named to the **MSP 501 list**, ranking 27th globally among tens of thousands of service providers.
- Recognized as a **Top Workplace 2024** by Prairie Business magazine.
- Honored with **Partner of the Year awards** from Arctic Wolf, Mitel, and a **Gold Partner** award from ThreatLocker.

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Reflecting on High Point Networks' journey with Dropsuite, Conkins concludes, "Technology isn't perfect, but Dropsuite does what it says it will do. The people are incredible, the platform is reliable, and the support is exactly what we needed. We're very happy we made the move to Dropsuite."

Ready to Switch Backup Vendors?

Want to learn more about Dropsuite's cloud data migration services and moving data from a legacy vendor to Dropsuite? [Watch our webinar](#) or [contact us today](#) to inquire about Dropsuite Partner Services and see how easy backup provider switches can be.

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CONTACT US

For more information, please contact us:
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