



tech to you

Australian Managed Services Company TechToYou's Seamless Data Protection Transformation with Dropsuite and Manage Protect

In the ever-evolving world of Managed Service Providers (MSPs), reliable data protection is essential. TechToYou – a trusted Australian IT support company led by Business Owner Graham Watt – shares its journey of streamlining backup management and enhancing data security with Dropsuite and Manage Protect.



Original Author

Since 2009, Australia based IT support company TechToYou, led by Business Owner Graham Watt, has relied on Manage Protect as a trusted partner, enabling them to scale their managed services effectively.

Initially focused on email services, TechToYou expanded into a suite of security solutions, including Dropsuite for backup and data protection. Over the years, TechToYou has prioritised seamless, reliable service for their clients, aligning with Manage Protect's integrated, partner-focused model.

The Management and Backup Challenges and Solution

TechToYou initially managed its email services and backups manually, which proved resource-intensive and lacked comprehensive technical support. Graham noted that managing these services without a centralized solution led to “big

outages,” impacting customer satisfaction and consuming valuable time. Recognizing the need for efficiency, Graham saw Manage Protect as an opportunity to offer more reliable services without operational headaches.

Dropsuite, implemented through Manage Protect, allowed TechToYou to transition from a manual approach to a fully managed, automated backup solution. Switching from another backup competitor to Dropsuite was a seamless process, thanks to Manage Protect's expertise and support.

Graham highlighted this smooth transition, saying, “It's one of the smoothest transitions you could hope for in IT. None of my clients knew anything about it—it just happened in the back end.”

Dropsuite's intuitive console and robust reporting features were transformative for TechToYou. Previously, Graham had to check backups manually, but now he

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FOUNDED:

2009

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receives automated alerts and weekly reports, enhancing oversight and reliability. "I get emailed a weekly report and a daily one if there's an issue. As soon as there is an issue, I'm alerted to it," he said, adding that it's "obviously a better way of dealing with it."

The Time Saved and Results Speak for Themselves

Dropsuite has been instrumental in helping TechToYou uphold high service standards while saving valuable time. Graham has experienced the operational and client satisfaction benefits firsthand, noting, "It's much more hands-off, which gives me more time to do other things, which is great."

Beyond daily backups, Dropsuite has proven effective for incident response. When clients misplace emails, Dropsuite allows Graham to restore them with minimal downtime. "I can drop straight into Dropsuite, pick the client, pick the email, and select which day the issue happened," he said. "It's pretty much, if you click send, the restore is up and running."

Key Benefits According to Graham

- **Enhanced Monitoring and Reporting**

With Dropsuite, TechToYou gains a "whole new level of oversight" into backup operations. The solution's daily alerts and weekly summaries provide real-time insights that "help us stay ahead of potential issues," says Graham. This visibility enables the team to address problems as they arise, significantly reducing the need for manual monitoring and "saving hours that we used to spend combing through reports."

- **Effortless Data Restoration**

Dropsuite's user-friendly console has streamlined data restoration for TechToYou. "If a client accidentally deletes an important file or email, we can locate and restore it in minutes," Graham explains. This minimizes downtime and ensures TechToYou can meet client needs promptly.

- **Reliable, Integrated Backup Solution**

Integrated seamlessly with Microsoft 365, Dropsuite offers TechToYou's clients a dependable backup experience. Graham highlighted the reassurance this provides: "Our clients now have peace of mind knowing they won't lose critical data." In rare instances of downtime, Manage Protect typically resolves issues swiftly, a level of reliability Graham values.

- **Exceptional Technical Support**

Manage Protect's technical support has been a standout for TechToYou. "The support team is incredibly proactive and goes above and beyond to help us resolve issues," Graham shares. This dedicated assistance gives TechToYou confidence in scaling services and ensures they can deliver high client satisfaction consistently.

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Business Owner,
TechToYou

The Manage Protect Partnership

TechToYou's long-standing partnership with Manage Protect has been pivotal to its success. Graham appreciates the reliable support and proactive communication, explaining, "Manage Protect's technical support is second to none. They often go out of their way to solve issues that aren't necessarily under their basket."

With Manage Protect's dependable service, Graham has grown his business confidently. He noted that Manage Protect solutions now represent around 60% of his core business, highlighting the partnership's significance. "Over the 15 years, I'd say we've had 99.9 percent uptime—can't ask for much more than that," he says.

Conclusion

TechToYou's experience with Dropsuite and Manage Protect exemplifies a successful, long-term partnership that delivers scalable solutions with consistent support. Graham's endorsement of Manage Protect speaks volumes: "I'd happily recommend Manage Protect to any MSP," he says.

With Dropsuite, TechToYou has secured a more efficient, dependable backup solution, perfectly aligned with its mission of providing seamless client service. "The product itself (Dropsuite) has been super reliable, and knowing I have that extra support is a safety net, which is good to have," Graham concludes.

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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Business Owner,
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