



How Texaport Seamlessly Moved to Dropsuite and Transformed Its Backup Operations

Texaport is a managed service provider (MSP) based in Edinburgh, Scotland, providing IT services and Cyber security for clients across the UK and throughout the world. Their aim is to empower organizations to embrace the digital future with confidence and peace of mind, allowing them to thrive in an increasingly interconnected and dynamic world.

After their backup vendor was acquired, Texaport discovered through proactive verification checks that the product no longer met their high standards for reliability and support. The Texaport team was spending too much time chasing down answers, which prompted a search for a more dependable solution for protecting their customers' Microsoft 365 environments. After evaluating several backup solutions, Texaport turned to Dropsuite Partner Services to migrate 1,500 Microsoft 365 mailboxes and deliver ongoing backup protection.

Choosing a Powerful Platform and Trusted Partner in Protection

After evaluating several SaaS backup platforms, Texaport chose Dropsuite to replace their legacy backup vendor. "What set Dropsuite apart was that it treats SaaS backup – particularly for Microsoft 365 and Google Workspace – as its core product,

not a bolt-on," explained Lewis Rodger, Lead Engineer at Texaport. "That gave us confidence that the platform would continue to evolve and improve."

Equally important was Dropsuite's deep integration with Pax8, the distributor Texaport already used for Microsoft 365 and other tools. This integration automated the syncing between Dropsuite licenses and Texaport's PSA tools, reducing manual effort and simplifying procurement, billing, and management – aligning with Texaport's strategy to consolidate vendors where possible.

The biggest draw for Texaport, however, was Dropsuite's Partner Services – a hands-on migration offering that enabled Texaport to maintain the integrity of their current backups while saving weeks of engineering time.

Dropsuite Partner Services makes it easier for MSPs to migrate cloud backup data between providers, 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 Texaport to stay focused on supporting their customers and growing their business.

The Texaport logo, featuring the word "texaport" in a lowercase, sans-serif font with a green dot over the 'a'.

INDUSTRY:

Information Technology

FOUNDED:

2012

WEBSITE:

texaport.co.uk

Dropsuite Delivers: A Migration Done Right

The migration was a significant priority for Texaport to maintain the safety of their clients' data. The Dropsuite Partner Services team handled everything, from mailbox extraction and snapshot selection to error handling and status updates. "It wasn't just plug-and-pray; it was a real partnership. They were incredibly communicative – sometimes updating us daily. It was one of the most transparent migration processes we've experienced," said Dean Paterson, Service Delivery Manager for Texaport.

Ultimately, Dropsuite Partner Services successfully migrated 98–99% of the targeted mailbox data, saving the Texaport engineering team 120 hours of work and thousands of dollars in labor costs. A small number of accounts couldn't be recovered due to source platform limitations – an issue that Dropsuite clearly identified from the outset. Dropsuite's Partner Services also reinforced client trust in the backup process, preserving Texaport's clients' backup history – so they never had to worry about starting over or losing data during the transition.

Faster, Smarter, Stronger Backup with Dropsuite and Partner Services

Since transitioning to Dropsuite, Texaport has experienced measurable improvements across its cloud backup operations.

From Weeks to Minutes: Onboarding that Moves at the Speed of Business

Getting a client up and running is now quick and easy, according to Paterson. "Compared to our old platform, setup takes a fraction of the time. In most cases, I can fully set up a customer's Microsoft

365 backup within 30 minutes, and the initial backup completes within hours. With our previous platform, it could take significantly longer, depending on the environment."

Seeing Is Believing: Real-Time Insights that Eliminate Backup Uncertainty

With Dropsuite's centralized dashboard, Texaport now has full visibility into backup status, license usage, and errors across all customers. The team can now run reports at the client level, see which mailboxes are protected, track failures, and verify backups – all in one place. "With Dropsuite, there's no more relying on spotty email notifications or assuming things worked. We now get accurate, real-time data on backup success and failure," said Paterson. This transparency has significantly improved operational efficiency and reduced stress for the service team. "We're not chasing phantom issues anymore. Now, if we get an alert, we know it's real and actionable."

Dropsuite's native integration with Backup Radar – Texaport's centralized backup monitoring platform – has further enhanced oversight, making it easier to proactively manage their clients' backups. The integration is detailed and accurate, giving the team clear, prioritized insights – without needing to log into multiple platforms or rely on daily email summaries.

Support That Shows Up. Recovery That Keeps Up.

Gone are the days of chasing down support, said Paterson. "When we reach out to Dropsuite, we typically get a response within an hour or two. That's a big improvement from the past when it would sometimes take days."

Texaport says the recovery experience has also improved dramatically. With their old system, even if a restore worked, it could

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take ages to access the recovered data. “With Dropsuite recovery is quick – taking just seconds. That means we can respond to client needs faster and with greater confidence,” explained Paterson. Additionally, Dropsuite can restore large files by automatically splitting them into manageable chunks for easy download – a major improvement over their previous provider, where larger files would take longer to restore.

Predictable Pricing. Worry-Free Protection.

Dropsuite’s pricing and unlimited storage model brings Texaport peace of mind – especially when working with businesses and non-profits. “We never have to worry about overage fees or throttling, regardless of how much data a client generates,” said Rodger. And for their nonprofit customers, Dropsuite’s discount programs make it even easier to deliver secure, affordable backup solutions.

The Right Move: Proven Performance Backed by Expertise

Dropsuite has become the reliable foundation for Texaport’s broader data protection strategy. “It’s not just about backups – it’s about delivering reliability, simplicity, and trust at scale with confidence. We’re glad we made the switch to Dropsuite,” shared Paterson. When asked whether they would recommend Dropsuite, Rodger reflected, “Absolutely. It’s the best platform we’ve found for SaaS backup. Simple, powerful, and purpose-built. And the migration support? Incredible. We’d do it again in a heartbeat.”

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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.

CONTACT US

For more information, please contact us:

www.dropsuite.com/contact