

VentralP switches to **Acronis** Cyber Protect Cloud from R1Soft and vastly improves operational efficiency

Australian web hosting provider achieves hourly backup goal compared to 5 per day previously, improves server efficiency by 500% and increased the number of unassisted customer restores by 5,500%.

BACKGROUND

VentralP Australia (VentralP) is the largest privately owned web host and domain name registrar in Australia. Founded in 2010, VentralP serves more than 200,000 customers and offers 24 / 7 technical support. VentralP was previously using R1Soft to regularly backup over 650 servers and 1 petabyte of data.

THE CHALLENGE

R1Soft was proving to have numerous limitations for VentralP that caused it to look at other solutions. The company's goal was to backup hourly but was only able to average 5 backups per day. The server infrastructure required was extremely inefficient. There was no way to cluster or easily scale the backup environment, and there was no global management – each sever was separate and required manual administration. The servers required needed to be high-end and expensive, yet R1soft could only support 6 servers per node, and approximately 30% of the space was usable due to CPU requirements. Furthermore, failures were frequent, merges could take up to 3 days to complete preventing any backups during that time, and disaster recovery testing could exceed 70 hours for a server. On top of all of these issues, Bradley Silverman, Senior Technical Operations, said the technical support was “unable to meet our company's requirements.”

THE SOLUTION — ACRONIS CYBER PROTECT CLOUD

VentralP looked at a few solutions, including Jetbackup and Veeam but ultimately determined that Acronis Cyber Protect Cloud — with its support for more than 20 virtual, physical, and cloud platforms, as well as hybrid backup and recovery capabilities — was their ideal solution. Built for service providers

KEY CHALLENGES

- Unable to meet hourly backup goal
- Excessive manual administration required
- Inefficient server utilization leading to

KEY REQUIREMENTS

- Reliably have hourly backups
- Centralized management and cluster support
- Support for cPanel
- Bare metal restore capability

PROTECTED RESOURCES

- More than 650 cPanel & mail servers
- Over 230,000 databases
- Over 1 petabyte of onsite storage

KEY BENEFITS

- 5500% increase in the number of unassisted customer restores being completed
- Hourly backups are actually being achieved compared to 5 per day previously
- Clustered solution for backup servers

from the ground up, Acronis Cyber Protect Cloud is a channel-friendly solution that features strong management, provisioning, and billing functions. Through a single, centralized management console, VentralIP is now able to manage all of their backups and recover individual files, application data, Microsoft 365 mailboxes, or entire virtual platforms. Furthermore, Acronis Cyber Protect Cloud provides the flexibility that lets VentralIP restore their customers to similar or dissimilar hardware while managing data from a centralized location.

NUMEROUS TECHNICAL, OPERATIONAL, AND FINANCIAL BENEFITS

VentralIP realized numerous technical, operational, and financial benefits by choosing Acronis. First and foremost, the hosting provider achieved their goal of hourly backups, doing 23 backups a day compared to an average of 5 with R1soft. Customers were able to easily restore their own data, performing 5,500% more unassisted restores using Acronis over R1Soft. This was primarily due to how quick and easy restores were for customers, taking less than 60 seconds with Acronis versus 15 minutes with R1Soft. When a server did require a full restore, Silverman notes, “instead of 70+ hours of downtime, the server was back up and running in under 8 hours with Acronis.”

According to Silverman, “Servers could be clustered, greatly reducing expansion costs and time maintaining and deploying new servers. Furthermore, we could put more servers per node and saved tens of thousands of dollars in hardware. Whereas we were running 1 backup server per 6 customer servers with R1Soft, with Acronis, this improved over 500% to 30 customer servers” Finally, when it came to vendor support, he notes, “Not

only did servers need to be restarted less often, but when we did need support, the Acronis support team is some of the best vendor support I have ever had the pleasure to work with.”

In summary, Silverman notes, “Acronis has given us the peace of mind to know that our backups are something we can rely on, not just for DR but for all the random restores that are done in a company that handles over a trillion files.”

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ABOUT ACRONIS

Acronis unifies data protection and cybersecurity to deliver integrated, automated [cyber protection](#) that solves the safety, accessibility, privacy, authenticity, and security (SAPAS) challenges of the modern digital world. With [flexible deployment models](#) that fit the demands of service providers and IT professionals, Acronis provides superior cyber protection for data, applications, and systems with innovative [next-generation antivirus](#), [backup](#), [disaster recovery](#), and [endpoint](#)

[protection management](#) solutions. With award-winning [AI-based antimalware](#) and [blockchain-based data authentication](#) technologies, Acronis protects any environment – from [cloud to hybrid to on-premises](#) – at a low and predictable cost.

[Founded in Singapore in 2003](#) and incorporated in Switzerland in 2008, Acronis now has more than 1,500 employees in 33 locations in 18 countries. Its solutions are trusted by more than 5.5 million home users and 500,000 companies, including 100% of the Fortune 1000, and top-tier professional sports teams. Acronis products are available through 50,000 partners and service providers in over 150 countries in more than 40 languages.