

Delphi

Technology Solutions

At a Glance

Vertical

MSP serving public sector and small businesses

Title

James Trombly, Founder and CEO
 Patrick McGondel, Network Architect

Endpoints Managed

150+ servers
 1000+ desktops

Products

Carbonite® Server Backup
 Carbonite® Safe Server
 Carbonite® Backup for Microsoft 365

Website

delphi-ts.com

Key Findings

- Management efficiency: reduction of tools to monitor backups; Improved ease of use
- Improved visibility into customers' datacenters
- Saved 15 hours/week monitoring the health of backups reduced to only 1 hr per week

We've recovered multiple files, folders and even a large Citrix server with Carbonite. Carbonite has reduced the worry on us as a service provider. If the worst were to happen, we have secure backup."

James Trombly, Founder and CEO, Delphi Technology Solutions

Delphi saves time with Carbonite

Background

James Trombly founded Delphi Technology Solutions in October 2003, after 15 years of working as an EMT in the emergency medical services industry across multiple towns in Massachusetts. Trombly currently serves as CEO and is responsible for network infrastructure, design and security. Delphi primarily provides infrastructure, network and desktop support for law enforcement agencies but specializes in supporting almost any public safety agency. They also support small business clients.

Delphi offers flexible tiers of managed services. Trombly explains, "We're not like a traditional MSP with all clients managed. Our involvement looks different at different sites. There are agencies where we are considered the full time IT department. Some places we're responsible entirely for the server network. At other customer sites we are the entire department where we have a presence on site every day with a resource there."

The Challenge

Many of Delphi's public sector clients had old-fashioned backup solutions in place; many of them even used physical backups. With ransomware becoming more prevalent over the last few years, Trombly began researching ways to optimize customers' backups. He began looking into virtual data storage, backup and recovery to support cloud migrations. Trombly noticed a few trends

amongst customers. “Two thirds are probably using virtual environments, hosted server and shared storage at the actual physical data center and so on. And then about a third are still physical servers.”

Over time, more and more customers wanted to update to a more reliable system. Trombly recalls, “They realized that the security of their data wasn’t entirely safe sitting in the same room as the server.”

Delphi’s small business clients also had new concerns with emerging cyber threats and needed new technology to combat them. Those small businesses needed to give access to files remotely when they weren’t at the office during the COVID-19 pandemic.

The Solution

Trombly selected Carbonite® Server backup for public sector customers. Police departments he worked with were going through an FBI-mandated accreditation process, and Carbonite encrypted data, with customer controls and encryption keys, to meet the requirements for police accreditation.

The flexibility of virtualization and shared storage gave Delphi needed flexibility for moving between hosts and taking care of clients’ maintenance. They could easily perform windows updates and take snapshots. Instead of running 10 servers, with each client using their own server, they could easily reduce the footprint. They didn’t just consolidate server space in the data center, though. Trombly also noticed improved efficiency and reduced management time. Delphi staff could monitor clients from just one console.

Next, Delphi deployed Carbonite® Safe for some of their smaller private customers.

“They needed a reliable backup product, but also, you know, for the documents when they weren’t specifically at the office during COVID-19. Carbonite Safe was the right solution for a smaller office, those with less than 10 people.”

James Trombly, CEO and Founder

After backing up clients with Carbonite Server and Carbonite Safe Server, Delphi staff has noticed huge time savers.

Simplifying backup has given staff opportunities to improve security and focus on other priorities. Trombly explained, “I’ve been pushing for inspections on our site security because a lot of our customers came from not having any offsite backups.”

Carbonite has backed up data effectively and has enabled staff to support customers more easily. Trombly explained, “We’ve recovered multiple files, folders and even a large Citrix server with Carbonite.” Carbonite has reduced the worry on us as a service provider. If the worst were to happen, we have secure backup.”

The Results

Delphi plans on deploying Carbonite® Backup for Microsoft 365 for clients who have migrated to Microsoft 365. “When we migrated to Microsoft 365, we quickly realized that Microsoft wasn’t backing up, which was a concern to us.”

Delphi has deployed it internally and will roll it out to clients who’ve already migrated to Microsoft 365 and need a reliable backup system. Delphi has seen that many people need a backup system to keep their data safe. What we found most of that was “people assumed if they’re on Microsoft 365, they’re already backed up. And that’s just not the case.”

Delphi’s public sector clients need to keep mission critical systems up and running with minimal downtime. They may add Carbonite Recover to provide their clients with disaster recovery, which would run in tandem with Carbonite Server.

About Carbonite and Webroot

Carbonite and Webroot, OpenText companies, harness the cloud and artificial intelligence to provide comprehensive cyber resilience solutions for businesses, individuals, and managed service providers. Cyber resilience means being able to stay up and running, even in the face of cyberattacks and data loss. That’s why we’ve combined forces to provide endpoint protection, network protection, security awareness training, and data backup and disaster recovery solutions, as well as threat intelligence services used by market leading technology providers worldwide. Leveraging the power of machine learning to protect millions of businesses and individuals, we secure the connected world. Carbonite and Webroot operate globally across North America, Europe, Australia, and Asia. Discover cyber resilience at carbonite.com and webroot.com.