

## CUSTOMER PROFILE

### NetComm Consulting Services, Inc.

#### Overview

NetComm Consulting Services, Inc. provides computer network support, design, and integration services to businesses of all sizes.

#### Industry

- Information Technology
- Consulting
- Software / Hardware Reseller

#### Benefits

- Dissimilar hardware backup and recovery flexibility.
- Dependable backup and disaster recovery solutions for NetComm's clients.
- UltraBac Software's staff is helpful beyond the call of duty.
- Quick restoration of systems in mission critical implementations.

#### UltraBac Software

##### Advantages

- Support and attention to customers.
- Highly dependable solution.
- Dissimilar hardware support.
- Virtual machine support.



### NetComm Depends on UltraBac Solutions for its Clients

*"I have seen a lot of products in my 25 plus years in the industry. I don't think anything has impressed me or worked as well as these products do."*

- David Lehrman, Founder and CEO  
NetComm Consulting Services, Inc.

#### The Challenge

NetComm Consulting Services, Inc. (NetComm) began operations in 1999. Based in Tucson, Arizona, they provide computer network design, support, and integration services to businesses of all sizes. NetComm's mission has always been to provide a true consultative approach to serving the needs of their clients. Whatever the solution, NetComm first and foremost fulfills the requirements of their customers through personalized support with a commitment to installing and maintaining best-of-breed solutions.

As part of a total IT solution for its clients, NetComm was on the search for the most dependable backup and disaster recovery solution it could find. Having a reliable data recovery solution in place for their clients in the event of a disaster was of the utmost importance. NetComm's reputation was at stake, but more importantly, client business continuity was at risk.

#### The Situation

"Not long after we began our business, we sensed a need in the industry for a quality and dependable backup and disaster recovery solution for our clients. We tried several products without great success," said David Lehrman, founder and CEO of NetComm.

NetComm has a practice of not selling or implementing anything at a client's site without first using it internally as a definitive quality control check. During the lengthy search for the most ideal backup and disaster recovery solution, NetComm's staff arranged a demonstration with a representative from UltraBac Software.

#### The Solution

"From the outset of the demonstration, it was evident that UltraBac solutions were designed from the ground up with all the essentials that a backup and recovery solution should contain. Once we really got into the online demo my jaw must have been on the floor because I knew that their solutions were exactly what we were looking for.

"We have now been selling and implementing UltraBac backup and disaster recovery solutions at our clients' sites for more than two years. During that time, we've installed UltraBac, UBDR Pro and UBDR Gold at more than three dozen companies.

"I have seen a lot of products in my 25 plus years in the industry. I don't think

anything has impressed me or worked as well as these products do," declared Lehrman.

## **The Benefits**

When a disaster occurs, it is vital to have a solution in place that can perform restores quickly and easily. NetComm clients who have UltraBac and/or UBDR installed enjoy the benefit of knowing that a complete data recovery of a failed server or workstation is just minutes away. With this kind of unfailing consistency, UltraBac Software's products have already saved the day for NetComm and its clients in many instances.

"We have had several occasions where a client has lost a server due to a failed hard drive or other component. Using UltraBac solutions, we simply replaced the component and then restored the server in a matter of minutes. When a replacement part could not immediately be found, we've also used the software to implement a temporary machine to get the server back up and running so the client would only experience minimal downtime.

"The software also makes migration to a new server or a virtual machine an easy task. A server migration that might have taken three days previously can be completely finished and installed in an hour or two with UBDR Gold's image-based technology.

"The ability to support dissimilar hardware is simply amazing. We do not need to concern ourselves with finding a component that is an exact match, or even if the server that is being restored is actually a server at all. UltraBac Software supports virtual machines from both Microsoft and VMware, giving us the ultimate in flexibility. In fact, we have two clients that have used UBDR Gold to restore a physical server to a VMware server and it worked extremely well," said Lehrman.

One of NetComm's most recent implementations of UBDR Gold found their staff successfully using the dissimilar hardware restore capability. "We have used it to restore machines to dissimilar hardware, as well as to virtual machines, many times now. It still blows my mind that it can do that. A client recently needed to replace an old Compaq ProLiant server with a new Dell PowerEdge 2900 server. We used the UltraBac image from the Compaq server, along with UBDR Gold's dissimilar bare metal restore capabilities, and had the new Dell server online in less than two hours. I call it a 'miracle' product.

"UltraBac solutions are terrific products from an outstanding company. The people who work for UltraBac Software are obviously quite dedicated; we've interacted with many of the same individuals over the past years. On the rare occasion when it was needed, these folks have gone well beyond the call of duty. We find UltraBac's technical support to be the best in the industry, bar none.

"I have no reservations about recommending UltraBac solutions to my clients, or anyone who needs a dependable backup and disaster recovery solution from a reliable company with a knowledgeable, capable, dedicated staff," concluded Lehrman.