

## A Secure, Compliant Cloud Backup Case Study for MSPs

### THE CHALLENGE

Hill Country Tech Guys (HCTG) is a security-focused IT Managed Service Provider (MSP) based in Texas. The firm serves more than 100 growing healthcare organizations and businesses in its region and needed a flexible solution backed by dedicated support that would allow it to help clients easily migrate to the cloud. Data privacy and compliance are critical to HCTG's customers

so comprehensive security measures and certification with industry regulatory requirements such as the Health Insurance Portability and Accountability Act (HIPAA) were extremely important. The firm reviewed several providers to select a partner that would act as an extension of its own team.

### THE SOLUTION

HCTG chose cloud services provider Otava for its focus on security and compliance. Otava is one of the only private cloud solutions that sets these criteria as a priority, baking in security and compliance throughout every aspect of its solutions. Otava was the first hosting provider in the US to meet HIPAA compliance standards and has passed its independent, annual HIPAA audit with 100 percent compliance against the latest Office of Civil Rights HIPAA Audit Protocol.

As an MSP supporting a growing client roster, another key selection factor for HCTG was the ability to white label Otava's cloud and backup solutions. As an Otava reseller, service providers can manage client

relationships, control pricing and margins, and maintain support, all under their own brand.

HCTG also appreciated the flexibility and scalability of Otava's cloud solutions. It is leveraging Otava's secure, shared cloud infrastructure as a total replacement of its customers' server infrastructure. Otava's Cloud Backup powered by Veeam® makes migrating Hill Country Tech Guys' clients to the cloud fast and simple. Currently more than 500 customer endpoints are hosted in Otava's Austin cloud node, one of eight locations that provide superior scalability and five 9s of availability. As Hill Country Tech Guys' clients continue to add new locations and systems for clients, Otava's infrastructure can quickly and easily accommodate increased demand.

“We specialize in helping growing companies navigate the technology landscape for the next stage of success,” said Whit Ehrich, CEO of Hill Country Tech Guys. “By working with Otava, we can offer our clients a scalable cloud environment that allows them to be nimble, flexible and confident that their systems are available and secure.”

Finally, HCTG was impressed with Otava’s approach to service. Where many cloud service providers are not set up to provide regular support, Otava builds long term relationships and offers global support available 24/7/365. This has been critical every step of the way, particularly during the coronavirus pandemic as clients shifted to remote work. Otava’s solution was ideal and the team was on hand to provide the support for quickly moving more workloads to the cloud.

## THE RESULTS

By partnering with Otava, Hill Country Tech Guys has the cloud infrastructure and backup services to securely and reliably host its clients’ rapidly increasing volume of critical systems and workloads. By providing this secure, compliant and reliable service, HCTG can quickly scale its business as labor requirements and customer support tickets are reduced.

HCTG migrates clients’ workloads onto Otava’s cloud infrastructure within just hours. This is extremely valuable for growing customers such as healthcare organizations adding clinics and businesses on the path to digital transformation, moving some or all workloads to the cloud. Otava’s focus on security and compliance complements Hill Country Tech Guys’ own data security expertise, adding layers of built in protection for these

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customers hosting their critical systems in Otava’s secure cloud environment.

Otava’s flexibility and added support has made it easy for HCTG to support its clients’ unique needs. Predictable pricing and integrated billing are simple and straightforward. And because no investment in infrastructure is needed, HCTG is focusing on scaling its business and serving customers.

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Otava offers both fully and self-managed cloud, Cloud Backup, Data Protection as a Service (DPaaS) and Disaster Recovery as a Service (DRaaS) solutions that simplify the complexity associated with planning, building and maintaining secondary and tertiary sites. Fully managed solutions provide turnkey support while self-managed capabilities provide service providers with the flexibility to white label Otava services for their clients. A full portfolio of backup and recovery solutions delivers customizable solutions to meet every partner’s unique data protection needs. Visit [www.otava.com](http://www.otava.com) to learn more.

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