



Business Technology A Study in success.



The Client

A leading global company specialising in
business technology.

Challenge

We provide software solutions for clients in various industries. Most customers are time poor and they are so busy with their day-to-day task management that it can be easy for them to forget to perform a manual backup. We wanted to be able to offer our consumers an automated solution for backing up their computers so that they didn't have to worry about it. This helps us offer a complete product and continue to be a one-stop shop for software solutions. It also means that our clients are fully prepared in case of system failure; they can easily restore their data, minimising downtime and ensuring they can get back to business fast.

What (if any) backup solutions were being used before TIMG?

We used Asigra backup software via a managed service.

“The web portal is fast and easy to use which makes account management simple. It is easy for us to recover our clients' data without having to physically use their software.”

What features of TIMG do you find most useful in managing your client portfolio?

The web portal is fast and easy to use which makes account management simple. It is easy for us to recover our clients' data without having to physically use their software. This is probably the most important feature for us. When a client experiences a system failure, we can quickly and easily call on the backup. The software is easy for our clients to use; the updates are automatic, which makes everyone's life simple.



How would you describe the experience in rolling out the software?

We have been rolling out the software progressively, as our clients sign up for it. This rollout has been progressing as expected. We did have some issues rolling the software out globally, which were not encountered during the trial phase but when these issues arose they were dealt with swiftly and professionally.

What effect has TIMG had in building your brand?

By enabling us to offer our clients a more complete software solution, TIMG is helping build our reputation for providing smarter business technology.

“When a client experiences a system failure, we can quickly and easily call on the backup.”



Would you recommend TIMG? If so, what is the single biggest reason?

We would definitely recommend TIMG. It is a fantastic easy-to-use product backed up by excellent support.



We believe spectacular service from people who understand is what truly makes the difference.

Experience the future of work today, through people who understand and products that solve.

Call our people now to arrange for a review of your current situation.

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