

# Case Study: tecRacer

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– Sven Ramuschkat



## **tecRacer uses Cloud Protection Manager to manage backups for multiple customers and AWS accounts from a unified console.**

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### **About TecRacer**

tecRacer is a managed services and consulting company with a focus on the Amazon Web Services (AWS) platform. tecRacer helps their customers maximize the use of the Amazon Web Services platform.

tecRacer, based from Hanover and Dusiberg, Germany, has been offering services to support enterprises and small and medium-sized business since 2006. tecRacer is an AWS Authorized: Manager Service Partner, Premier Consulting Partner, Channel Reseller Partner, and Authorized Training Partner.

### **The Challenge**

“The biggest challenge was identifying one backup solution for managing multiple AWS accounts with a dashboard to quickly identify problems.”, says tecRacer owner, Sven Ramuschkat.

Sven goes on to describe how N2W Software solved the particular problem tecRacer was facing: “Our biggest challenge dealing with cloud backups and DR was managing multiple accounts and instances (Windows and Linux). Some of our customers also wanted to have access to a dashboard and self-service functions. The multi-tenant option of N2W was the killer feature we were looking for.”

### What sets tecRacer apart?

As an AWS Premier Consulting Partner, tecRacer focuses on big data, data warehousing, IoT and security. tecRacer takes pride in its unique approach to developing innovative solutions by providing out-of-the-box solutions and by partnering closely with their customers in order to best address their needs.

tecRacer helps ensure the highest possible availability for their customer's resources by providing comprehensive managed services that include; provisioning, monitoring, backup, patching and security.

### The tecRacer process

Prior to using Cloud Protection Manager (CPM) from N2W Software, tecRacer was working with custom in-house scripts to manage backups and snapshots. tecRacer found that it simply was not possible to manage and view all their environments properly. The scripting process was much more time consuming and it did not provide the level of access and control needed to suit their needs.

Trying to manage the backup scripts to support their customers varying requirements proved to be very demanding.

### By using CPM, tecRacer quickly benefited in a number of ways:



One centralized dashboard



Support for multiple tenants (customers, users, departments) and AWS Accounts



Application aware backup include VSS support for Windows

**tecRacer is taking advantage of advanced CPM capabilities:**

Backup and recovery of instances and databases

Flexible policy and schedule settings

Varying retention policies

Management of multiple AWS accounts from a single console

**tecRacer chose CPM over a more traditional backup solution because of a number of factors, including:**

Support for native AWS features like snapshots and AMIs

Automated snapshots and retention policies

Application consistency and support for VSS on Windows

Dashboards and reporting

Self-service options to allow tecRacer customers access to their environments

CPM helped tecRacer improve their overall customer experience by allowing them to provide customers with new self-service backup and recovery capabilities and direct access to their account. CPM provides fully automated backup and includes a dashboard to monitor backup process. tecRacer uses CPM to ensure the resilience of their customers' cloud deployments.

**About N2WS**

N2W Software was founded in 2012 with the mission of providing enterprise-class data protection for production environments deployed in the public cloud. Cloud Protection Manager (CPM) from N2W Software was designed and built from the ground up to meet the backup and DR requirements of the most demanding customers migrating to the public cloud. CPM is now the leading enterprise-class backup, recovery, and disaster recovery solution specifically optimized for Amazon's AWS EC2 infrastructure.

