



IT SERVICES

## CORVALLIS TECHNICAL

### Location:

Corvallis, Oregon

### Website:

<http://www.corvallistechnical.com>

### Specialty:

Provides managed IT services, computer repair, web development and hard drive recovery

### Carbonite Reseller Since:

2008

### Key Benefits:

Corvallis Technical resells Carbonite for these advantages:

- Affordability
- Flexibility with multiple technology configurations
- User friendly interface
- Low maintenance
- Confidence in backup reliability
- Aligns with company's mission to provide high service

## CARBONITE GIVES A RESELLER THE CHANCE TO PLAY HERO

It was the kind of call that could be unnerving: a business owner whose computer won't boot, and with a hard drive that's completely wiped out, including all bookkeeping files, payroll information, and financial data. Worst of all, an entire client database seemingly vanished overnight.

*"Basically, the client's entire business was just gone, completely,"* says Benjamin Brewster, owner of Corvallis Technical, an IT management firm for small businesses. *"When they called me, it was total panic mode."*

Fortunately, Brewster had bundled Carbonite into their technology package, and in about 36 hours, the company was back online and operating normally. Brewster says, ***"Truly, if they didn't have Carbonite, they wouldn't have a business anymore. To know that we can prevent that from happening is very powerful, and it drives new clients to us."***

## MAKING THE CHOICE

When Brewster was first putting together packages and plans for IT management, he researched a huge range of backup tools, doing extensive testing on capability, ease-of-use, interoperability with other systems, affordability, and deployment time.

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***"Carbonite came out as the clear winner ... Since then, we've only become more impressed with the range of functionality."***

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## CUSTOMER REACTION

Many of Brewster's customers might not even know that they have Carbonite running as part of their managed services, but they do feel assured that if something goes wrong, they'll be protected.

About 60 Corvallis Technical customers are utilizing Carbonite, and Brewster notes that his clients are in a range of industries, with a wide array of technology in each company. Carbonite's ability to play well with any configuration has been a huge benefit, and customers appreciate knowing that if disaster strikes, Corvallis Technical and Carbonite will be ready to help.

## BUSINESS DRIVER

Because Carbonite provides a continuous backup tool, Corvallis Technical has been able to sign up more customers for monthly services, rather than one-time technology implementations, Brewster notes.

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*“**Carbonite has become a great profit maker for us** ...Customers like the continuity they get with continuous backup, and it means that we can provide more continuous, regular service.”*

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## HERE ARE SOME OF HIS OTHER FAVORITE FEATURES:

- **Easy to use:** Because Corvallis Technical has a number of installations and systems running simultaneously, they needed a solution that would involve minimal management time. With Carbonite, they have that level of manageability.
- **Simple to configure for any type of system:** With so many different types of technology configurations, Corvallis Technical required a flexible backup solution that would fit in with any tech stack. Brewster jokes that they've tried every conceivable configuration of Carbonite. Happily, he adds, it's always worked.
- **Quick deployment:** Often, Brewster has to get a company running on a new IT management system without much, if any, downtime. Carbonite helps him put a backup solution in the bundle without a hiccup.

Since joining the reseller program, Brewster has enjoyed the evolution of the program, which has brought more reseller tools. But the basic offering is the main draw, he believes.

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*“We've really enjoyed working with Carbonite, because you can get it to do exactly what you want, and clients love it ... **It's a terrific opportunity for us to offer clients something distinctive.**”*

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