

INTRONIS CHANNEL PARTNER PACT-ONE SOLUTIONS HENDERSON, NEVADA

Background

Pact-One Solutions is a collaboration of experienced dental technology companies dedicated to meeting the technology needs of the dental community. Their services include computer hardware, practice management software, and backup and recovery solutions. The IT needs of the dental industry are unique and Pact-One offers a range of solutions that are designed to make today's dental offices more productive, efficient, and cost-effective.

Data Backup & Recovery a "Pain-Free" Experience

Today's modern dental offices require reliable data backup and recovery solutions in order to properly protect patient data. Natural disasters, data corruption, and even human error can result in the destruction of patient records and other critical data. Recognizing the need to provide its clients with a secure data backup and recovery solution, Pact-One began to research various data protection services. After some initial investigation, Pact-One soon discovered that traditional media such as tapes and CDs were becoming an outdated, error-prone, and expensive option for safeguarding important data.

After learning about the benefits of online data backup and recovery, Pact-One was introduced to the Intronis Online Backup + Recovery solution. As Dan Edwards, President of Pact-One explained, "After we did our initial homework about online backup solutions, we quickly realized that the Intronis solution was the superior choice for our clients. The solution is highly secure, easy to use, and 100% HIPAA compliant, which is extremely important to our healthcare clients." Now with just a couple of clicks, Pact-One's dental practices are able to continuously protect their important data from the devastating consequences of events such as a server crash, fire, theft, natural disaster, or accidental data deletion. "This kind of complete data protection provides my clients with a peace of mind that you just can't put a price on," added Edwards.

The Benefits of Volume Reselling

Pact-One has established itself as one of Intronis' largest resellers. It rebrands the Intronis solution as eDataguard and is successfully selling the online backup and recovery service into a large community of dental practices. With the Intronis volume program, Pact-One is able to purchase a specific amount of data storage space on the Intronis servers. Intronis bills Pact-One on a monthly basis for the amount of space purchased, and then Pact-One fills that space by selling smaller blocks of space to their customers. As Edwards said, "We really like the flexibility of the Intronis partner program. It is structured so that we can purchase additional storage space as the needs of our clients grow. I've worked with other partners where we've been forced to commit to a model that did not fit our business. With Intronis, it's completely

AT A GLANCE

Organization

Pact-One Solutions, a leader in the dental technology community.

Challenge

Find a simple yet secure online backup and recovery service that will protect the security and integrity of patient data.

Solution

Intronis Online Backup + Recovery

Benefits

- Automatic and continuous backups mean you can "set it and forget it"
- Reliable, secure offsite backup solution provides peace of mind in the event of disaster
- Quick and easy file recovery provides data restore in a fraction of the time it takes with traditional tape



Questions? Call **1-800-569-0155**. Or **Chat Live** with a backup consultant.

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flexible. We've been able to structure a relationship that meets our needs and brings us tangible, bottom-line results."

As Intronis CEO Sam Gutman added, "We're committed to offering opportunities that will bring us and our partners mutual success. Pact-One is a great example of how our resellers can achieve aggressive margins and recurring revenue with our flexible partner program."

Pact-One has experienced a significant increase in its monthly revenues since becoming an Intronis reseller in 2007. As Edwards commented, "I've been able to generate an additional \$4,000 per month as a result of the partner program. This has been great for my business and I expect it to grow even further as more and more of my customers are realizing the benefits of online backup and the eDataguard solution."

Support When and Where You Need It

Although Pact-One has not had any major support issues since becoming an Intronis reseller, it knows that a full range of support services are available if and when they need them. Unlike many other vendors in the industry, Intronis offers tier-one level support regardless of a partner's tier. This means that resellers like Pact-One can stand confidently behind the online backup solution they have sold. As Edwards explained, "Our customers demand a high level of responsiveness so that they can quickly get their practices back up and running after a data restore. We know we can rely on Intronis to support us when we need them. They are highly knowledgeable and easy to work with, which goes a long way when you are managing a situation such as data loss recovery."

In addition to customer support, Pact-One points to other support services such as the technical training and marketing tools that Intronis provides. Pact-One has been able to take advantage of the training sessions offered by Intronis in order to become more knowledgeable and proficient in all aspects of the product. Pact-One also appreciates the many marketing tools it can tap into when needed. As Edwards commented, "As a reseller primarily servicing the healthcare industry, we were particularly pleased that Intronis had developed marketing materials such as HIPAA documentation that are of specific interest to our clients. With the HIPAA whitepaper, we have been able to assure our clients that the online backup service they have chosen meets HIPAA compliance regulations and protects their business from the devastating loss of patient data."

About Intronis Technologies

Founded in 2003, Intronis is a SAS 70-certified online data backup and recovery solution for managed service providers. Intronis utilizes 256-bit AES security and multiple data centers located thousands of miles apart to ensure data protection and availability. Intronis offers managed service providers a secure data solution combined with a robust partner program, the convenience of online account management, and unbeatable customer support. www.intronis.com



"I've been able to generate an additional \$6,000 per month as a result of the partner program. This has been great for my business and I expect it to grow even further as more and more of my customers are realizing the benefits of online backup and the Intronis solutions."

Dan Edwards, President

Pact-One Solutions

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