wasabi hot cloud storage

virtualDCS

CASE STUDY

virtualDCS Satisfies Customers with Wasabi's High Reliability and Performance

Discover how virtualDCS optimized their disaster recovery and Microsoft Office 365 backup services with exceptional price-performance, partner integrations, and support from Wasabi.

Overview

Since 2008, virtualDCS has been a leader in delivering channel-focused disaster recovery, backup, and infrastructure as-a-service solutions. When their previous object storage service provider experienced a huge system failure— impacting Microsoft Office 365 backup and recovery times—virtualDCS turned to Wasabi for help.

Challenges

Wasabi focused on resolving the following key challenges to ensure seamless operations and customer satisfaction:

- **Reliability and performance issues** — Their prior provider experienced a significant system failure, which caused substantial service disruption.

- **Lack of transparent and timely support** — virtualDCS wanted clear supplier communications about the problems which were occurring and how they were being addressed.

- **Integration and deployment delays** — They needed API integrations that functioned effortlessly, without significant development work. Turn-key integration support was crucial in quickly addressing the downtime they were experiencing.

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> *Onboarding time is critical—48 hours over a weekend can make or break customer transfers. Other vendor partners have struggled to deliver but with Wasabi, we didn't lose that time. Instead, we ensured a speedy resolution for over 100 customers. That level of service has us sold on Wasabi.*
>
> **— Richard May,** CEO, virtualDCS

Solutions

The switch to Wasabi Hot Cloud Storage resulted in faster backup and disaster recovery times, improved operational reliability and more predictable pricing—enabling virtualDCS to better serve their clients with:

- **Enhanced protection** — virtualDCS provides secure and independent backups of Microsoft Office 365 data, safeguarding against data loss, misconfigurations, and compliance risks. Backups now include key Wasabi security features such as Object Lock for ransomware protection—a highly requested capability among regulated organizations.

- **Multitenancy control** — With built-in Wasabi Account Control Manager, virtualDCS can enable clients to efficiently manage their own buckets and sub-accounts. This feature—which automates and simplifies multichannel management from a single pane of glass—is particularly valuable for organizations using Veeam for scale-out repositories that need granular control across departments or locations.

- **Predictable cost efficiency** — Wasabi ensures reliable, immutable backups at a fraction of traditional storage costs and without the surprise of unexpected fees.

Conclusion

With Wasabi, virtualDCS no longer worries about performance and support issues. That means they can put their focus back on what they do best: provide top-tier disaster recovery and innovative cloud services to the channel.

No doubt virtualDCS plans to continue using Wasabi as a core component of their disaster recovery and backup offerings and expanding its use with growing client needs.

- Simplicity - Easy setup and implementation

- Clear communication - Transparent and "above-and-beyond" customer support

- Efficiency upgrades - Smooth API integrations and faster system performance

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> *Switching to Wasabi was seamless. We immediately saw faster backup and recovery performance, which made a noticeable difference for our customers.*
>
> **— Richard May,** CEO, virtualDCS

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> *We've been able to scale our backup services affordably and reliably with Wasabi, which has allowed us to offer more competitive pricing to our customers.*
>
> **— Richard May,** CEO, virtualDCS

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> *With Wasabi, we no longer worry about performance or support issues. Their solution just works and we can focus on what we do best: providing top-tier disaster recovery and business continuity services.*
>
> **— Richard May,** CEO, virtualDCS

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