

Forerunner

Computer Systems Deliver Reliable Data Protection and Recovery with Arcserve



Country: Australia

Industry: Managed IT Support And Services

Employees: 9

Arcserve Solutions: ShadowProtect, ShadowXafe

About Forerunner

Forerunner Computer Systems is a South Australian family-owned and operated business, providing a complete suite of IT and digital media solutions. They cater to a wide range of clients, in both the residential and commercial sectors. From humble beginnings in 1997, operating from the family home, the company has expanded to provide end-to-end IT support and solutions, web design and development as well as computer training, and has been based in its current offices in the Adelaide suburb of Walkerville, for the past 17 years.

The Challenge

As Forerunner’s portfolio of clients expanded and diversified over the years, one thing remained constant: the need for the team to ensure reliability of their systems and minimise their downtime where possible.

Forerunner’s clients today range from wineries to manufacturers, medical to legal practices, and from local South Australian based businesses to interstate clients managed remotely. However, data resilience remains the single biggest component for all of Forerunner’s clients and making sure they have access to the best in reliable data protection and disaster recovery is constantly front of mind.

In the past, the team have tried several other backup solutions including Veritas BackupAssist and Veeam. Forerunner felt their clients would benefit from image-based backup and upon learning more about Arcserve, trusted that ShadowProtect would arm them with full, always-on data protection.

Richard Pederick, CEO, Forerunner Computer Systems, explained, “It is much simpler having a snapshot instead of just data copy. With ShadowProtect, we believe it is a more complete backup as we are capturing ‘a moment in time.’ This way, we can ensure our customers have safe copies of backups in other locations that are easy to access and recover in the event of a disaster, be it to grab a missing file or an instant full network recovery.”

Forerunner Computer Systems relies on Arcserve for consistent reliable backup and recovery for an evolving clientele with diverse IT needs.



“You can never have too much backup. We pride ourselves in working with high quality solutions and partners that share our focus on reliability. With Arcserve, we are able to provide clients with the assurance of business continuity through a tried-and-tested, high-performing data protection and recovery service.”

- Richard Pederick, CEO, Forerunner Computer Systems



The Solution

The introduction of Arcserve into Forerunner’s business in 2010 was the beginning of a solid partnership, enabling the provider to offer their clients total peace of mind, while being an easier and better solution for the team to manage.

“It is important for our clients to know where their data is being stored. At Forerunner, we pride ourselves in our unique capability to offer secure offline back up to our office, located in a refurbished bank building complete with vault. In the event of an IT disaster, our clients can operate out of our office, and get up and running within a reasonable time frame,” said Richard.

In 2020, Forerunner began migrating its key clients to ShadowXafe, Arcserve’s complete next-generation data protection, best-in-industry data recovery platform.

“The transition has been a seamless experience so far, and we have appreciated the great support from the ever reliable Arcserve team. ShadowXafe is easy to deploy and manage, and we know it will allow us to continue making leaps in terms of delivering secure data protection, less application downtime and improved productivity,” said Richard, adding that the simplicity of the single management workflow offered his team the ability to service clients with greater speed and ease.

The patented VirtualBoot technology also means Forerunner can now quickly boot backup images as VMs and recover files and folders in seconds, and entire systems in minutes.



Arcserve ShadowProtect

Continuous image-based backups enable fast, easy, reliable disaster recovery in smaller environments

[Learn More](#) ▶



Arcserve ShadowXafe

Next-generation backup and recovery solution with both agentless and agent-based protection for highly virtualized environments

[Learn More](#) ▶



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- Richard Pederick, CEO, Forerunner Computer Systems



The Result

Forerunner's success in protecting multiple long-term clients' data and providing dependable data backup and recovery, demonstrates the robust value of the partnership with Arcserve.

"While we thankfully do not need to restore for our clients too often, there is a need for us to be certain that in the event of a disaster, the solution works," said Richard, adding that frequent testing was key to ensuring the reliability of the service.

A recent fire that occurred to a local medical practice put the solution to the test. A long-time client of Forerunner, the medical practice operates across two sites in Adelaide and had its server connection broken due to the incident. The Forerunner team was able to bring back their damaged files on-site, quickly identifying what was needed, and managed to restore the files within a couple of hours.

Forerunner aims to continue delivering to its customers evolving IT needs, as an increasingly remote workforce means greater demand for reliability and security. Key to the capability, to meet these demands, will be the ShadowXafe platform, with the aim of completing the migration of all Forerunner's clients by end of March 2021.

"We believe every business lifeline is data and we have the same ethos of high-quality professional service in how we approach our clients, no matter what size they are. The Arcserve solutions have been perfect for us in affordability for businesses small and large, while providing unparalleled performance, flexibility and scalability. The partnership has been invaluable, allowing us to simplify and add value faster with greater ease as an IT services provider," concluded Richard.

Take the Next Step

Find out more at arcserve.com
or contact us at info@arcserve.com
or view our global office contact info [here](#).



About Arcserve

Arcserve, a global top 5 data protection vendor, provides the broadest set of best-in-class solutions to manage, protect and recover all data workloads, from SMB to enterprise and regardless of location or complexity. Arcserve solutions eliminate complexity while bringing best-in-class, cost-effective, agile, and massively scalable data protection and certainty across all data environments. This includes on-premises, cloud (including DRaaS, BaaS, and Cloud-to-Cloud), hyperconverged, and edge infrastructures. The company's nearly three decades of award-winning IP, plus a continuous focus on innovation, means that partners and customers, including MSPs, VARs, LARs, and end-users are assured of the fastest route to next-generation data workloads and infrastructures. A 100% channel-centric organization, Arcserve has a presence in over 150 countries, with 19,000 channel partners helping to protect 235,000 customers' critical data assets. Explore more at arcserve.com and follow [@Arcserve](https://twitter.com/Arcserve) on Twitter.

