

Case Study

RecoveryManager Plus helps Aspire Lifestyles comply with its internal backup compliance requirements

Company: Aspires Lifestyle

Industry: Concierge services

Location: USA

About Aspire Lifestyles

Aspire Lifestyles is a concierge industry pioneer with nearly 30 years of experience designing and managing high-performance loyalty and concierge programs. With a strong presence in 25 centers in 21 countries across 16 time zones, Aspire Lifestyles offers strategically integrated concierge, personal assistance, and customer relationship engagement services. With a global workforce of over 1,500 and over three million annual concierge requests filled, Aspire Lifestyles continues to exceed expectations and is reaching new levels in customer engagement and relationship management.

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The technical support for all of our products we have—ADManager Plus and RecoveryManager Plus—has been the best I have worked with.

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Bruce Kensil,

Senior systems engineer at Aspire Lifestyles

Challenge: The need for a Microsoft 365 backup solution with Azure Blob storage support and customizable retention policies

Aspire Lifestyles's IT team was required to back up all its Microsoft 365 services, namely Exchange Online, SharePoint Online, and OneDrive for Business. The requirements were threefold:

1. A solution that could backup all the Microsoft 365 services
2. The ability to store the backups in Azure Blobs
3. The ability to retain all backups for three years and automatically delete backups that exceed the retention period

Aspire Lifestyles was already using Veeam Backup for Microsoft 365, which satisfied all these criteria, but it wanted an alternate, cost-effective solution that provided the same functionalities as Veeam.

The solution: RecoveryManager Plus

Bruce Kensil, senior systems engineer at Aspire Lifestyles, was no stranger to ManageEngine. The company was already using ManageEngine ADManager Plus, a unified Active Directory, Exchange, and Microsoft 365 management and reporting solution. Intending to find a replacement for Veeam, Aspire Lifestyles set out to trial RecoveryManager Plus and Druva, another Microsoft 365 backup solution.

After the initial trials in its environment, Kensil was satisfied with the performance of both ManageEngine RecoveryManager Plus and Druva inSync. Both products had all the features the company was looking for. RecoveryManager Plus emerged as the first choice thanks to the overall availability of features, competitive pricing, and excellent support.

When asked about RecoveryManager Plus's technical support, Kensil said,

ManageEngine RecoveryManager Plus is a comprehensive enterprise application backup and recovery solution that empowers administrators to back up and restore their Active Directory, Azure Active Directory, Microsoft 365 (Exchange Online, SharePoint Online, OneDrive for Business, and MS Teams), Google Workspace, and on-premises Exchange environments from a single console. With its ability to perform incremental backups, granular and complete restoration, modifiable retention policies, and varied storage mediums, RecoveryManager Plus is the complete one-stop solution to enterprise backup and restoration needs.