

## Success Story: For PRO-TAX, Asigra Restored Complete Sets of Critical Office Files and Data in Minutes.



### PRO-TAX Profile

- Chauncey F. Hutter, Sr. started a bookkeeping service and tax preparation business in 1965. Mr. Hutter bought PRO-TAX in 1973, in response to the needs of taxpayers with uncomplicated tax returns
- PRO-TAX offers high quality, but low cost, tax preparation services for these clients
- The Charlottesville PRO-TAX was accepted by the IRS into the electronic filing program in 1990 for the filing of 1989 tax returns
- After PRO-TAX began offering electronic filing, the company expanded quickly. Today, PRO-TAX employs over 400 tax professionals throughout the region and has 25 tax offices. The corporate office is located in Charlottesville, Virginia



## Overview

With 25 offices throughout Virginia, West Virginia and Tennessee, PRO-TAX is committed to setting the standard for Quality, Service, Efficiency and Profitability by which all seasonal tax firms throughout the United States will measure themselves. PRO-TAX attributes its steady growth since 1973 to its customer pledge. Each PRO-TAX office maintains 2-6GB of critical data in a Windows operating environment with Broadband connection.

## PRO-TAX's Objective

The challenge for PRO-TAX was to remain at the leading edge of technology to ensure that tax filing records are secured offsite in an encrypted format that protects the privacy of the customer yet ensures ready availability and access in the event of a server failure, local disaster, file corruption or data loss. This is critical year-round but more so during tax season when missed deadlines can result in increased fines and penalties. Tape backup was proving unreliable and costly.

Prior to using Asigra Cloud Backup™ and Recovery Software delivered through Asigra Partner, Storage Guardian, for vaulting their critical data from all 25 offices, PRO-TAX backed up each office to tape. This legacy tape method created challenges.

**“We found that some backups failed to run when scheduled, or failed during the backup process. The worst cases were when the backup ran and posted as successful, but no data was on the tape at all!”**

### **Milo Farineau, Director of Information Technology, PRO-TAX**

PRO-TAX wanted a guarantee that their clients' data would be restorable 100% of the time in case of an emergency with minimal effort and time lapse. As part of their commitment to their customers, only a demonstration of Asigra Cloud Backup and Recovery software functionality would prove beyond a doubt that this solution was what was needed to meet their high standards.

To test a disaster scenario, PRO-TAX conducted a bare metal restore (BMR) test. PRO-TAX enacted that the Windows 2000 Server managing the backup/restore process at one remote office was damaged. With a single phone call to Storage Guardian to ensure security protocols, they were able to then restore the requested full backup from the backup service provider's vault to a new server. PRO-TAX also needed to ensure adherence to compliance regulations without creating a drain on limited and valuable IT resources.

## Asigra Cloud Backup and Recovery Software Delivers Business Value

Asigra Cloud Backup and Recovery software performed flawlessly and delivered phenomenal results. We restored the complete set of office files and data in minutes to bare metal. “Another feature that was key for quick start-up and implementation was the agentless software that did not require a license fee for each machine at each location that I wanted to protect. This just wasn't an option with any of the other companies I investigated. Since I didn't need to purchase agent licenses, I was able to see a significant return on investment on day one with Asigra,” said Farineau.

To meet compliance regulations, PRO-TAX uses a tax filing software company that keeps a copy of all the returns. The process of recovering that data, if needed from them, is tedious, takes a lot of time, and requires the entire database of returns for the year be restored to a location. In addition, reinstallation of the software and the custom information such as state tax rates for that particular office need to be recreated along with the recreation of user information for each tax preparer. “I wanted more control than that and for the files to be usable with less effort. Since the software at each office runs on the server and is contained in one folder, I could simply use Asigra Cloud Backup to backup not just the returns, but the entire software folder with user data and the returns in it,” Farineau explains.

In response to a recent data recovery experience that was not a drill, Farineau states, “During tax season crunch, we needed to amend a return at the last minute ... when the file was opened, it was corrupted. What could have been a disaster was painlessly averted in 10 minutes with Asigra Cloud Backup. Tax season is a bit less stressful with partners like Asigra and Storage Guardian.”

## About Storage Guardian

Storage Guardian is a private company specializing in backing up critical data on a “pay-as-you-go” basis to a secure off-site location. Storage Guardian’s remote backup service is the culmination of a decade of intense research and software development. It responds to a growing awareness among many business leaders of business continuity concerns, which have spearheaded outsourcing trends, growing data volumes, and increasing data vulnerabilities generated in today’s economy. Storage Guardian is an innovative and cost-effective data backup and data storage solution as a superior alternative to tape-based data recovery systems. Storage Guardian is an affordable, feature-rich, online data backup and fast data recovery service that is easy to install, administer, and use. The service is delivered over a communications link using the TCP/IP protocol and is available 24 hours a day, 7 days a week. Storage Guardian is suitable for small, mid-size, and enterprise-wide, multiple-platform LAN computing environments that want to safeguard their critical business data in a secure, off-site location. Storage Guardian provides its software technology as a service over any corporation’s Internet connection or dedicated leased line or wireless network to its secure, state-of-the-art Data Centres.

For more information about Storage Guardian, please visit [www.storageguardian.com](http://www.storageguardian.com)

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## About Asigra

Trusted since 1986, Asigra provides organizations around the world the ability to recover their data now from anywhere through a global network of partners who deliver cloud backup and recovery services as public, private and/or hybrid deployments. As the industry’s first enterprise agentless cloud-based recovery software to provide data backup and recovery of servers, virtual machines, endpoint devices, databases and applications, SaaS and IaaS based applications, Asigra lowers the total cost of ownership, reduces recovery time objectives, eliminates silos of backup data by providing a single consolidated repository, and provides 100% recovery assurance. Asigra’s revolutionary patented Recovery License Model provides organizations with a cost effective data recovery business model unlike any other offered in the storage market. Asigra has been recognized as a Gartner Cool Vendor and has been included in the Gartner Magic Quadrant for Enterprise Backup and Recovery Software since 2010.

More information on Asigra can be found at [www.recoveryiseverything.com](http://www.recoveryiseverything.com)



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