

Dutch IT Firm Agency Chooses HYCU for Nutanix and Beyond



Company

[Agency](#) is a boutique, IT-managed service provider based in Veenendaal, the “Silicon Valley” of the Netherlands. The company focuses on the small and midsize enterprise (SME) market, providing highly responsive service and innovative, customized solutions to meet customers’ technology needs. Since its founding in 1999, Agency has served as an integral member of their customers’ teams, helping ensure business continuity.

Solution

[HYCU for Nutanix](#)

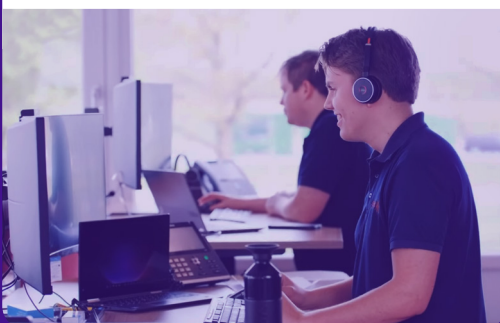
[HYCU for Microsoft 365](#)

Industry

IT

Region

Netherlands



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We also learned that HYCU has a purpose-built data protection solution for Microsoft 365, so we adopted that, since all of our customers use Microsoft 365.

Olaf van Heeswijk

Service Manager, Agency

Challenge

Agency was an early adopter of the Nutanix hyperconverged infrastructure. Early on, an experience with their data center going down highlighted the need for a more robust backup and recovery solution for their Nutanix environment. That’s when they heard about HYCU.

“They said, do you know HYCU provides backup and recovery purpose- built for Nutanix? We didn’t know that,” recalls Olaf van Heeswijk, Service Manager at Agency. HYCU’s Data Protection as a Service model, together with its native Nutanix architecture made the decision easy.

The HYCU Solution

Agency quickly adopted HYCU to back up their Nutanix environment. But that was just the start. Initially, Agency was managing all customer backups in one large cluster. Recently, HYCU became a technology enabler to use MSP portals that provide customers with a view of their backups, while giving Agency a single view of data protection for their entire customer base.



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Whenever we ask for something, they respond fast. We don't have to wait days," van Heeswijk says. "If the customer comes to us, we act instantly—and that's what I see with HYCU."

Olaf van Heeswijk
Service Manager, Agency

About HYCU

HYCU is the fastest-growing leader in the multi-cloud and SaaS data protection as a service industry. By bringing true SaaS-based data backup and recovery to on-premises, cloud-native, and SaaS IT environments, the company provides unrivaled data protection, migration, disaster recovery, and ransomware protection to thousands of companies worldwide.

The company's award-winning **R-Cloud™ platform** eliminates complexity, risk, and the high cost of legacy-based solutions, providing data protection simplicity to make it the #1 SaaS Data Protection platform. With an industry leading NPS score of 91, HYCU has raised \$140M in VC funding to date and is based in Boston, Mass.

Learn more at www.hycu.com.

Results

"HYCU is working great. The backups are going well," van Heeswijk says. "I think we're using HYCU to the fullest."

A key advantage of HYCU is the ability to simplify data protection across hybrid storage environments. "Our Nutanix environment is on-prem in our data center, with three clusters in different locations," van Heeswijk explains, noting that government regulations require that data be physically located within the country. However, Agency is looking to expand into the cloud for certain applications, using Wasabi for secure object storage, Microsoft Azure for opsys blitzscaling, and Citrix for customer workspaces.

"Here in the Netherlands, it will never be fully in the cloud, it will always be hybrid," van Heeswijk says, confident that HYCU will continue to play an expanding role in Agency's data protection strategy no matter how their environment evolves.

With a solid data protection strategy in place, Agency is now looking beyond the SME market to court larger customers. Recently, they competed against some large, global MSPs to serve one of the largest retailers in Netherlands. "We said, you can go with the big guys and you'll be just another customer. But we will run for you, that's the difference. We were selected," van Heeswijk recalls, noting that he gets the same responsiveness from the HYCU support team.

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