

Veeam and Open Line innovate their way to ideal cloud solutions



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— Marcel Huijten,
Architect,
Open Line

The business challenges

Open Line is widely recognized for its expertise in providing strategic, innovative and customized managed cloud solutions. The company is one of the country's first to achieve ISO 20000, ISO 27001 and NEN7510 certification for service management, enabling it to work with a broad range of clients in industries such as healthcare, government, social housing and manufacturing.

Marcel Huijten, Architect at Open Line, said two critical factors underpin the company's success: industry expertise and tactical partner collaborations.

"We employ knowledgeable, well-trained professionals who are committed to helping our clients attain their business and digital goals," he said. "We also value strategic collaborations with our partners for continuous innovation. By combining the wishes of our clients with the technology that best meets their needs, we provide customized yet flexible cloud solutions that yield quantifiable results. However, if the ideal technology is not available, we will find a partner that will provide it."

Open Line's challenge was finding a partner offering modern data protection rooted in fast, reliable backup, replication and recovery.

"Data integrity and automation are critical to our success and our clients' success," Huijten said. "We needed a backup solution that we could deploy in our environment and incorporate into our offerings to clients. The existing backup vendor's solution didn't give us the insight we needed to provide exemplary service, but we quickly found the best partner and solution."

Industry

Technology

Company



Open Line designs and manages IT outsourcing solutions for clients across industries. Open Line's managed services offer a complete set of trusted cloud solutions that help clients achieve their business and digital goals. Based in Limburg, the company has offices throughout the Netherlands.

The Veeam solution

Open Line partnered with Veeam® Software and deployed Veeam Availability Suite™. Veeam provides fast, secure and integrated backup and replication, extends reliable data protection to Microsoft Office 365 and supports Open Line's continuous innovation to meet clients' needs.

"We understand the criticality of moving to the cloud and how vital data is to our clients," Huijten said. "By partnering with Veeam we provide broad data protection and facilitate disaster recovery (DR). "Veeam is the perfect fit for us in terms of functionality and innovative vision."

Veeam powers Backup as a Service (BaaS) and DR as a Service (DRaaS) for Open Line. Veeam Cloud Connect is the secure, encrypted link that connects clients to Open Line's cloud for fast, secure and integrated backup and replication. Veeam also centralizes management for clients' cloud, virtual and physical workloads. According to Huijten, Veeam innovation fits well with Open Line's approach.

"We want to stay ahead of the market so we can quickly anticipate new developments and customers' needs," he said. "Veeam's ongoing new features, functionality and products align well with our strategic approach. Veeam Backup for Microsoft Office 365 is a good example. Ensuring a comprehensive backup of Office 365 is critical to ensuring total access and control of data, so Veeam picked up the gauntlet and extended its functionality to Office 365. This underscores Veeam Software's resolve to be innovative and listen to the market and its partners. Veeam also enables us to onboard new customers in a secure and structured manner and as such is part of our migration strategy."

Huijten said Veeam also supports Open Line innovation.

"Veeam functionality integrates easily into our framework of solutions and helps facilitates innovation for the future," he said. "There are always APIs available so we can serve our clients even better."

In addition to functionality and innovation, Veeam's pay-as-you-grow pricing plan offers consumption-based licensing for fast, easy onboarding of new clients and workloads. Veeam licensing is portable so any workload can be backed up across any environment (on-premises, off-premises and hybrid).

"It's not in the interest of any provider (or client) to invest in setting up separate infrastructures and licensing up front," Huijten said. "Instead, it's about functionality, reliability and usability. Veeam understands that and provides that."

Huijten said Veeam is also easily accessible for support and knowledge exchange.

"We're looking forward to collaborating with Veeam on the development of new services that will optimize our cloud environment and our offerings to clients," he explained. "Veeam is focused on the future and so are we."

Challenge

Open Line prioritizes data integrity and innovation for clients. When Open Line's backup vendor no longer maintained those same values, the company looked for a new partner to provide modern data protection and an innovative vision for the future.

Solution

- Veeam Availability Suite
- Veeam Backup for Microsoft Office 365

Results

- Provides fast, secure and integrated backup and replication
- Extends reliable data protection to Microsoft Office 365
- Supports continuous innovation to meet clients' needs

The results

- **Provides fast, secure and integrated backup and replication**
Veeam Cloud Connect enables powerful and reliable multi-tenant cloud backup and replication via a single TCP port protected by SSL encryption. The Veeam Service Provider console provides complete visibility and management of clients' cloud, physical and virtual workloads from a single user interface. Veeam also simplifies onboarding and integrated billing, and it automates monthly reporting.
- **Extends reliable data protection to Microsoft Office 365**
Veeam eliminates the risk of Open Line's clients losing access and control of their Office 365 data. Veeam protects their data from security threats and retention policy gaps, and it helps meet legal requirements with efficient eDiscovery of Office 365 items.
- **Supports continuous innovation to meet clients' needs**
Service providers need technology partners with innovative data protection capabilities. Veeam prioritizes the data management needs of today and plans for explosive data growth across cloud environments in the future. Veeam anticipates what's next so Open Line can maintain its well-deserved status as an industry leader.

About Veeam Software

Veeam® is the leader in backup, recovery and data management solutions that deliver Modern Data Protection. We provide a single platform for cloud, virtual, SaaS, Kubernetes and physical environments. Our customers are confident their apps and data are protected and always available with the most simple, flexible and reliable platform in the industry. Veeam protects over 400,000 customers worldwide, including more than 82% of the Fortune 500 and over 60% of the Global 2,000. Veeam's global ecosystem includes 35,000+ transacting technology partners, resellers, service providers, and alliance partners, and has offices in more than 30 countries. To learn more, visit www.veeam.com or follow Veeam on LinkedIn [@veeam-software](https://www.linkedin.com/company/veeam) and Twitter [@veeam](https://twitter.com/veeam).



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