

Case Study: FileCruiser



iCTeam
reliapple people

ICTeam Zuid BV

Solution Summary

At A Glance

Organization:

ICTeam Zuid BV

Location:

The Netherlands

Industry:

IT Services

Project Overview:

ICTeam is utilizing FileCruiser to provide a subscription based private cloud service to its Apple customers in Europe

The PROMISE Solution

- FileCruiser VA2600, an on-premise Enterprise File Synchronization and Sharing (EFSS) solution

Benefits

- Customers can rest assured knowing their data is safely stored at ICTeam, unlike public cloud services where the data location is not clear
- ICTeam provides excellent customer service that public cloud service providers cannot match
- Customers can choose from a range of different subscriptions based on their requirements
- FileCruiser makes it easy to share large files between multiple users
- FileCruiser easily syncs data between disparate offices
- Team collaboration is enhanced with shared folders and notifications that help create an efficient shared workspace

ICTeam Offers Private Cloud Service to its Customers with FileCruiser



About ICTeam

ICTeam is an independent service organization, fully authorized by Apple in the Netherlands. The company was founded in 1993 and focuses 100% on Mac users. From independent contractors with a single workplace to large organizations requiring the implementation of hundreds of devices, ICTeam provides just the right people, applications and solutions. ICTeam provides its services in Brabant and beyond. This can be done both on-site and in their service center.

ICTeam's focal points include, consultation, installation, repairs, system management, networks, remote backup, mail/agenda hosting and now a new private cloud storage service utilizing PROMISE FileCruiser.

Long History with PROMISE

PROMISE Technology is a storage industry global leader who provides solutions for the cloud/IT, video surveillance and rich media markets. ICTeam has been using PROMISE's products as part of the solutions it offers to its customers for years, such as remote backup and mail hosting where everything is executed redundantly with PROMISE Pegasus storage which provides the fastest and best services for replacing a customer's data when they have a problem. They have also delivered and installed many Mac mini servers with Pegasus storage to customers, such as photographers and video companies.



ICTeam have FileCruiser units installed at their offices and at a service provider so they always have a backup of each unit.



FileCruiser

Learn More About:

FileCruiser

- Simple, secure sharing from anywhere
- Ton of collaboration tools that help create a super-efficient shared workspace
- Convenient and secure ways to share data internally and externally with Access Control and Trace
- Stream videos or music on any client device without having to download the entire file
- Enterprise level data security
- Flexible deployment options meet the needs of hundreds to thousands of users
- IT administrators can monitor the system status, user behavior and export the log as a report.

Learn more:

www.promise.com/en/FileCruiser

ICTeam had been looking for a cloud solution for over a year already and preferred an on-premise solution that integrated the hardware and software in one device - FileCruiser perfectly matched the requirements

ICTeam has chosen PROMISE because of the proven quality of the company's solutions in addition to outstanding service and support. ICTeam has now rolled out a private cloud solution for its customers with FileCruiser. FileCruiser is an Enterprise File Synchronization and Sharing (EFSS) solution that allows businesses to build their own secure, scalable private cloud storage service. ICTeam is using FileCruiser to offer a completely new and unique service to their Apple customers.

How is FileCruiser Used?

ICTeam had been looking for a cloud solution for over a year already and preferred a solution that integrated the hardware and software in one device. Since ICTeam were already familiar with PROMISE, they were eager to test out the cloud solution once they heard it was available and met their requirements of being an integrated, on-premise private cloud EFSS solution.

ICTeam is using FileCruiser as a private cloud solution for their customers as a replacement for public cloud services such as Dropbox or Google Drive. ICTeam is running a subscription service for their customers with different types of packages that offer customers the choice of a different number of accounts and storage space. ICTeam handles all the set up and management and administration of the accounts and groups.

The company has multiple FileCruiser units located in a data center and in their offices which means they always have a backup of each unit. This also enables ICTeam to very easily respond to provide assistance to the client, if required.

Some of ICTeam's customers, such as advertising or marketing agencies, use FileCruiser to easily share large files with their clients. For large, high-resolution PDF files that are hundreds of MBs in size, FileCruiser provides a way to easily and quickly share the content to other users. Previously, ICTeam's clients has used services such as YouSendIt, but FileCruiser provides many more features and options, such as shared links, for sharing and syncing content between users.

Additionally, ICTeam's customers are using FileCruiser to exchange and sync data between different offices and locations. Customers with offices in different locations can share



FileCruiser

Cloud Storage for Businesses of All Sizes

New Features

Education

SMB

Rich Media

Enterprise

Convenience,
Security & Control



“FileCruiser has enabled us to offer an entirely new service to our customers and the response has been outstanding! We look forward to continuing to grow our customer base in the future.”

and access the same files and data that will be always up to date. ICTeam has created a script to email the office location whenever a file is added, commented or changed by the second location. This makes it very easy for multiple locations to collaborate together on the same project and to make sure all files are in sync.

Preferred Over Public Cloud Services

There is a big demand for the FileCruiser solution from ICTeam’s customers since they always know where their data is stored - at ICTeam. It is never really clear where the data is stored with public cloud services and this leaves some customers unsatisfied. FileCruiser easily solves this problem as an on-premise cloud solution.

ICTeam’s customers have large files and a lot of data so they require large volumes of storage. ICTeam can set up different FileCruiser accounts based on the capacity required by their customer, whether it be 100GB or terabytes of space.

A critical factor that makes this an attractive solution to ICTeam’s clients is customer service. One customer previously made a mistake when using a public cloud service that resulted in them losing data that they could not get back. When they called their public cloud service provider for assistance, they were told they had to wait 3-5 weeks to get their data back. Most businesses simply cannot wait this long! With ICTeam’s FileCruiser service, a customer can directly call ICTeam and their professional customer service agents can immediately help them and restore files to fix the mistake. This instills a sense of trust and confidence that simply cannot be matched by public cloud services.

FileCruiser complements ICTeam’s products/services very well and as a private cloud solution it is another way to offer a service to their current customer base while also attracting new customers who are interested in this solution.


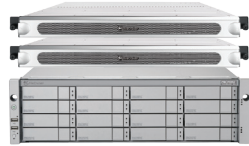
“The power behind ICTeam lies in its dedication to providing solid solutions that help our customers achieve their business goals,” said Oskar Petersen, Director, ICTeam. *“FileCruiser has enabled us to offer an entirely new service to our customers and the response has been outstanding! We look forward to continuing to grow our customer base in the future.”*



A look at the racks housing PROMISE FileCruiser at ICTeam, providing its customers with a private file synchronization and sharing solution.

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Product Specifications

Deployment Architecture	FileCruiser VA2600	FileCruiser VR2600
Product Photo	 3U-16 Bay	 FileCruiser 1U-4 Bay Server
Server	CPU: Intel® Xeon® Processor E3-1245V2 @ 3.4GHz Memory: 16GB	CPU: Intel® Xeon® Processor E3-1230V3 @3.4GHz Memory: 32GB
Storage	-	Vess R2600 iD / Vess J2600iS
Server Network Interface	4x Gigabit Ethernet	4x Gigabit Ethernet / 2x 10 Gigabit Ethernet (optional)
Server Expansion	-	Up to 4 servers
Max. Accounts Supported/ Concurrent Accounts	1,000/500	2,000/1000 (per server)
Mobile App (Available on Apple App Store/Google Play)		
OS Support	iOS, Android	
Secure Sharing	<input type="radio"/>	
Photo/Video Upload	<input type="radio"/>	
File Management	<input type="radio"/> (Rename, move, delete, copy, create)	
Desktop Agent		
OS Support	Mac, Windows	
Sync Resume	<input type="radio"/> (Auto data sync with resume)	
Bandwidth Control	<input type="radio"/> (Download/Upload)	
Version Control	<input type="radio"/>	
Document Share / Management		
Share	<input type="radio"/> (With access permission)	
Share Link	<input type="radio"/> (With password, link expiration date, download count, link search)	
My Favorite File	<input type="radio"/> (Supports offline editing)	
Content Preview	<input type="radio"/>	
Search	<input type="radio"/> (Search by file name or content)	
Media Stream		
Video Stream Formats	3GP, AVI, FLV, MKV, MOV, MP4, MPEG, MPG, RM, RMVB, and WMV	
Audio Stream Formats	MID, MP3, MP4, WAV, and WMA	
Team Collaboration		
Team Space	<input type="radio"/> (Sharing folders/files between team members)	
Member Scope by Role	<input type="radio"/> (Assigned by team leader)	
Access Permission by Role	<input type="radio"/> (Assigned by team leader)	
Event Notification	<input type="radio"/>	
Team Comment	<input type="radio"/>	
Security		
Remote Wipe	<input type="radio"/>	
Encrypted File Storage	<input type="radio"/> (AES-256 Encryption)	
Secure File Transfer	<input type="radio"/>	
2-Factor Verification	<input type="radio"/> (4 digit passcode for mobile devices)	
Multiple Authorization Domains	<input type="radio"/> (Windows AD, LDAP servers or FileCruiser System Build-In)	
Audit Trail & Reporting	<input type="radio"/> (System, Storage, Admin and User events)	
Account Ownership Transfer	<input type="radio"/> (Transfer a user's data to another FileCruiser user)	
Central Management		
System Configurations	Configure host, network, backup and mail servers	
System Dashboard	<input type="radio"/>	
Import User Accounts	<input type="radio"/> (Use .csv format)	
Group Management	<input type="radio"/> (With quota)	
Data Deduplication	<input type="radio"/>	
Data Compression	<input type="radio"/> (From FileCruiser server to storage)	
System Alert	<input type="radio"/> (By mail)	
Remote Backup	<input type="radio"/> (Both data and configurations)	
API		
Development Kit	<input type="radio"/> (Administrator, user portal)	

