TotalBC Expands SMB Offering to Include Global File Services

Industry
Telecommunications
Managed Service Provider

Regions
United States

Deployed Solutions
Global File Services

About TotalBC, Inc

Founded in 2000, TotalBC, Inc. is a full-service telephone, voice, and data management company that specializes in telephone systems, commercial phone systems, and network solutions, servicing over 4,000 clients across the US and a wide range of industry sectors. TotalBC has been a partner of Morro Data since 2019 and has packaged Morro Data CloudNAS with its CallNet Hosted VoIP to offer a combined Comm+Data solution.

Try Before Sell – Replacing the File Servers and Cloud Desktops

TotalBC decided to try Morro's solution for in-house use before offering it as a service to its over 4000 clients. Previously TotalBC relied on a combination of on-prem file server for users in the main office and cloud desktops for the sales and on-site support teams. File sync and share were the biggest challenges in keeping the dynamic team updated at all times. As the sales team expanded, the cloud desktops also became costly and difficult to maintain. In addition, their adoption of cloud-based apps such as Microsoft 365 makes the cloud desktops seem unnecessary.

After deploying the CacheDrives in the main office, the TotalBC IT team solved the file sharing problems. By accessing the most updated files from the CloudNAS Team Portal, the sales and on-site support teams were able to access the file system anywhere without having to VPN back to the main offices. Automatic backup and data protection of the

CloudNAS solution also adequately addressed the other critical requirements. In Morro Data, TotalBC found an easy-to-use and effective solution that its previous investigations with Accenture, Dropbox, SugarSync, and TeamDrive did not find.

"Morro Data CloudNAS is simple to deploy and straight-forward to use. After the in-house validation, it only makes sense to package it with our communication products and offer them as a "Total" solution to our SMB clients." said Michael Snyder, CEO of TotalBC, Inc.
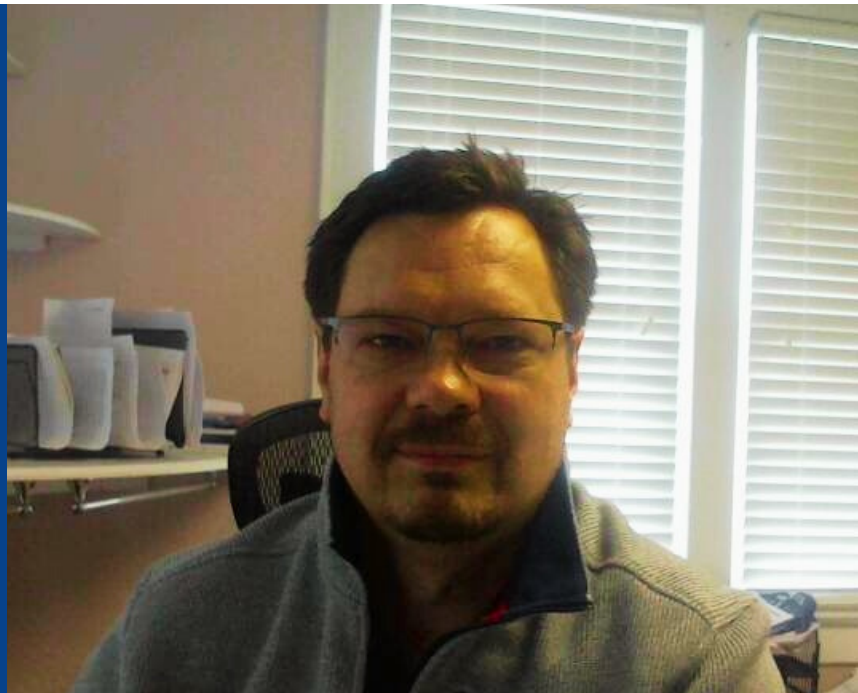
A Solution Fit for SMB and Scales Well

As an SMB solution, CloudNAS offers multiple benefits besides file sync. File locking allows remote collaboration without corrupting files. Versioning protects against ransomware that can greatly disrupt any business. "Our clients love the NEVER delete except when purging (by the admin), it protects against accidental deletions or from the ill intent of leaving employees." said Snyder. "Being able to immediately lock someone from access without many steps, sharing a file to an outside person for a specific number of days only, optionally disabling the download function for certain files, and file locking... I can go on and on. These are all great functions that SMB can appreciate." Today TotalBC's CloudNAS users cover many industries including engineering, retail, manufacturing, and non-profit.

With its frequently updated product, Morro Data is committed to working with channel partners to offer the best cloud-based global file services. Morro Data provides periodic sales and new product training to TotalBC to help its partner grow and meet the needs of the future.

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