

Customer Testimonials

"We have used Backup Direct for a number of years now and have been 100% satisfied with the results. We have a great deal of drawings, graphics and data that we must back up daily. When using Backup Direct, all of this is done automatically, saving us time at the end of the day. On the occasions we have had to recoup various files that have become overwritten or corrupted by mistake, we have been able to do this quickly and easily, saving us hours of work in the office. Great idea."

Radlett Herts - Melvyn Allen Design Ltd.

"Shortly after setting up Backup Direct our main server's hard drive seized up. Initially horrified, our minds were shortly put at ease when all our data was recovered using Backup Direct. Without this invaluable business tool, we would have been put to great cost and inconvenience."

Dean Bowles - Director Keys Residential

"Anglo Pumps Ltd have used Backup Direct from 2004 to support their IT data which has included Sage and Microsoft Office. We have on two occasions restored data successfully when data has been lost. Our data like all businesses is very valuable and we feel more secure knowing that contingency is in place."

Rachel Worth - Anglo Pumps Ltd

"Backup Direct is a lifesaver and timesaver for me. I run a virtually paper-less office. If my pc was faulty, damaged or data lost due to fire, I would be in severe difficulties that ultimately would affect my turnover and could cost me the loss of my clients. Although it shouldn't, backing up my system often falls to the bottom of the priority list with so many other tasks to complete to deadline. A friend recently lost all her data due to theft of her pc and this motivated me to investigate online options. Backup Direct's automated, daily back-up now gives me total reassurance for a reasonable monthly fee, that I will always have access to updated backed up versions of my entire pc contents and remote access is an added bonus. And it is so easy to set up, even for a techno-phobe like me!"

Michelle Redmond - Minx PR Ltd

“

We signed up last month for your services. We did so after failing to make Amazon's Jungle work for us so wanted a more customer orientated "hand holding" service.

Your team provided that in spades guiding us through the sale giving us complete confidence that our data was in safe hands.

Looks like a great business - congratulations

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Dan Fallon - Search Star Ltd

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Just a quick note, and I don't do this very often, to say what a delightful customer experience the initial stages of installation and set up have been with Backup Direct. Your staff have been polite, highly efficient and extremely helpful and I could not believe the speed with which everything was up and running. In today's world, support of this nature is rarely seen and a real pleasure!

Do please pass this on – as you know, we had a terrible experience and have found most services to be terribly average at best and your team have been a real relief to see that there seem to be some people out there who do believe in delivering a service!

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Dominic Cockram - Steelhenge Consulting

"It's invaluable to us to know that our data is securely backed up by you and the team at Backup Direct."

Miles Shelbourne - Law Staff Online Limited

"As a game developer guarding our intellectual property and more importantly that of our client's is critical to our business success. Our data is varied from graphical assets and movies to source code and databases; everything is handled safely and securely by Backup Direct. When we were looking for a backup solution we needed a partner that was secure, reliable and had customer support you could count on, Backup Direct have proven over the last year to be all of these."

Adrian Waterhouse - Rockpool Games Ltd

“Quinton Stud uses Backup Direct as it takes out the stress of having to remember to back up valuable documents and files. Computers can crash and I find it very reassuring to know we have this system in place.”

Emma Phillips - Quinton Stud

“Backup Direct enabled me to capture lost files that had been dumped by my computer as part of the system recovery/restore facility through the file back up routine. With your retrieval option I was able to identify the lost files and retrieve them into my recovered PC files, which would have been lost forever. In terms of personal worth (digital photos of children dating back several years) retrieving this data was absolutely priceless.”

P Todd - Consultant

“We were using a US-based company, but, as this did not work out well for us, we have recently transferred to Backup Direct. Our only purpose in using a back-up facility is to restore our files in the event of problems and it is important that we can do this quickly and efficiently. Like many others, we were tempted to use a US company on cost grounds. However, this proved a false economy as they were difficult (because of time differences) and expensive to contact. We talked to people at Backup Direct in layman’s language and were up and running in a day without a hitch.”

Rupert Morris - Clarity4words

“I just click on the back-up icon at the end of each day and the software takes care of the rest so, as you can imagine, I’m very pleased, indeed. I see your product as an insurance policy and, like all insurance policies; I hope that I will never have to use it!”

Shaun Hourston-Wells - Castle Classics

“Following the crash of our Server, we were delighted that Backup Direct was able to fully recover and restore our data with assistance from Backup Direct’s partner Eurolink . Many thanks for a great service”

Dean Bowles - Keys Residential Ltd

“

Just wanted to drop you a quick note and let you know how happy I am with your service...calls get answered immediately, you have a freephone number and Will Rowley has been a total pleasure to deal with, solved my issues speedily, and informed me of your Windows 7 fix at the end of January. He is a great, service-oriented guy.

I can really see the difference in terms of technology, remote access, quality and timeliness of support and overall professionalism, and I congratulate you on doing so well. Let me know if you’re ever looking for more (small) investors. I love being a backupdirect customer, and will continue to recommend you.

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Sasha Frieze - Marketing Consultant

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Just a quick note to say how easy it has been using Backup Direct. From the offset, the help and advice has been excellent and the worry of losing valuable information has been alleviated as I know my data is being securely stored though easily accessible should it be necessary.

I would highly recommend the facility as I believe it is excellent value and gives peace of mind knowing that should it be necessary to retrieve data it is only a few clicks’ of the mouse away.

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Susan Wall - Susan Wall Accounting Services

“Backup Direct is the best data backup solution I’ve tried. Once installed, which in itself is straightforward, the backups look after themselves. Retrieving data is equally simple. Well done on a great product and service.”

Roger Steare - Learning and Development Consultant

“As a small business, I need more from a backup system than just disk space and software; I’m paying for the service as much as I’m paying for the technology. Backup Direct have always been friendly, helpful and quick to respond, making me feel that my data is safe and my custom is valued.”

Ian Grant - MD - Ian Grant Web Services

“Thanks for your help yesterday. That customer is now back-up and running. Another success story for Backup Direct!”

J Gibson - Essentia

"Thanks for your concern. The reason I haven't backed up recently is that I've been on holiday and my computer has been safely locked in the safe, unable to communicate! I backed up before I went and have now successfully backed up on my return. So all is well. Many thanks again for your support. I have recommended you to my colleague Richard who hopefully is now using your service."

P Meek - Novatia Plc

"I have to say, it's very easy to question the value of the Backup Direct service when all is going well. But when you suffer the loss of a computer you immediately start to look at how you could have minimised your loss. Your product allowed us to do that successfully when we lost a laptop last week, it's a great product."

A Threipland - Furn for Furniture

"Your system is perfect for me and cannot think of how it could be improved. An imperative tool to back up my work"

Neill Campbell - Photographer

"I would say that for a value for money solution Backup Direct is more than adequate for our organisation. I have not had to use the solution that often to pull backed up files back onto our system, but when I have it has been relatively simple and easy to do. The system is efficient and easy to utilise"

Richard Mackenzie - EST Marketing Ltd

"We've had the benefit of using Backup Direct to restore data on a few occasions now, and it's been a great service every time."

Tim Slorick - K Consulting Ltd

"Never had any problems with the service. Have not had to restore too often, but when I have, its been fine."

Ian Parker - Parlow Associates Ltd

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I have been using Back-up Direct for a couple of years now and it has afforded me a great deal of peace of mind during that time. I am a one-man-band with little or no technical capability and just the simple knowledge that all is being taken care of, behind the scenes has been brilliant. I have had cause to call a couple of times and I have always received prompt helpful service. The company canvas for feedback intermittently and it doesn't just disappear into a black hole, they actually respond individually to any concerns, which is very unusual. I have and would recommend this service to anyone.

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Susan Dodson - Inspirit Performance

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St. Gemma's Hospice have been using Backup Direct for the remote backup of our critical data for the last 6 years. During that time we have been very satisfied with the service we have received. The staff are very responsive to our needs, excellent at what they do and a real pleasure to work with.

I have no hesitation whatsoever in recommending them to anyone who requires their services. In addition, Backup Direct have been very supportive of the Hospice and have sponsored 2 beds in our In-patient Unit. We are very grateful for their generous support.

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Paul Williment - St. Gemma's Hospice

"I cannot recommend Back-up Direct highly enough. I moved our business to them last year when I found my existing provider sadly lacking in customer support for people like me who understand little about computers. The transition was seamless and I am still able to contact them for jargon free assistance as required."

C Rowland - ET&D Ltd UK

"Fortunately I have not had to use the Backup very often - but when I have I found either I could do it easily myself or when I needed assistance I got very quick responses and all the help I needed - I have been very happy with the friendly and efficient service from Backup Direct"

Nicola Seymour - Just Tiling Ltd

"I have already recommended Backup Direct to friends and other businesses."

Dominique Cribier - Linkwork Consultancy Ltd

"I have been very happy with both the product and the service I have received from your company. I will continue to recommend your services."

Simon Slater - LAW Active UK Ltd

"I am very impressed with the personal service, Chris has been very patient in explaining to me how to back up just the files required"

Jane Denholm - Virtually Everything Ltd

"I am not sure how you could improve. It really couldn't be simpler to set up and then you know your data is safe because of the automatic daily backups. It doesn't require any technical or systems knowledge and it's great value. As a sole trader, I am delighted with the big company support at a small company price"

Huw Sayer - Business Writer

"I've used Backup Direct's backup service for myself for a number of years and I've also recommended them to a number of other companies. I find their solution to be reliable, quick and easy to use. I also like their pricing policy - much easier to understand than alternative (storage based) solutions. Fortunately I haven't had much call to contact them, however, whenever I have, I've find them to be a very attentive company who always respond promptly to email or voice messages"

Robin Winnett - Managing Director - WinIT Consultancy

"I wanted to thank Backup Direct and its' staff for the quality of the service they provide. I administer a number of networks and backing up and retrieving data absorbs a good proportion of my time. I have never run a system as reliable or user friendly as the Backup Direct application. It simply works without fuss or intervention. It is so simple to use that even my least technically minded staff have been able to add folders to backup and recover their own documents. However many new directories staff create, the application picks the new files - without fail; and the files are there for recovery - without fail. The email alerts when something goes awry (usually because a member of staff has loaded their Documents folder with music files and we have exceeded our backup size limit, not because the service wasn't working) are a fantastic feature and mean that I don't have to worry that the service is working. I have recommended Backup Direct to a number of our clients and have no hesitation in trusting my most valuable data to the service. I only my tape backups were one tenth as reliable as Backup Direct, I might be able to go home weekends!"

C Allen - Shorts Chartered Accountants

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The interface is easy to set up and understand – which is all useful when setting up the system for non IT literate users.

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Bob Lee - Slough Solicitors

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I write further to a recent incident with our backup service with your company.

I first contacted Will Rowley on Saturday 17 July 2010 when we had a major issue with our server, which meant we had lost all of the connections to several sequel databases that we run and we thought that we would need to restore our systems from an earlier backup. However, to cut an extremely long story short, we were unable to restore the data. Will subsequently contacted your engineers in the USA and he was told by them that we would need to reinstall Windows onto our server and then restore the data from there. Unfortunately, this would have meant that our systems would have been down for a day or two whilst this was done. However, Will realised that this was not an ideal situation and decided that he would go "above and beyond" and he was able to log on to our server and after a while, managed to get our sequel databases back and running.

I just felt as though I needed to put our thanks to Will in writing and let you know how much we appreciated his help in getting our systems back online.

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Steve Pickering - McParland Williams

"Can you please pass on our thanks to Jon? You have both been first class in explaining how the system of Backup Direct works and have provided us with an excellent level of service in a very friendly manner. You have created a level of trust that is important in making these decisions. Thank you again"

Andrew Wallace - Blagrove Fleet Insurance Services

"Your service is already very good so I can not think of any way to improve it"

Glauca Rossi - Glauca Rossi School of Makeup

"I have recommended you to so many people!! I would love to think of a suggestion on how to improve but I cannot think of one!"

Karen Ruse - Karen Ruse Event Management Ltd

"It's a spot on service; I don't think it could be improved much."

Martin O' Donnell - Etiqa

"You can't improve on perfection - Just keep up what you are doing - Thank you"

Justine Sanford - Gatley Fluid Power Ltd

"So far so good - you are always prompt with support and we have no complaints"

Beth Ashdon, Beth Ashdon Design Consultants

"Many thanks for your clear explanation, prompt response and telephone call - excellent service all round, which is what I have come to expect"

S Hourston-Wells - Castle Classics

"More than happy as it is"

Declan Coulter - G&D Engineering

"We have now been with Backup Direct for some time and have just signed with them for another two years. We have been very pleased with their pro-active approach in advising us when our system is down for example and helping ensure our data is properly protected."

Lois Sweeting - Needleman

"Thanks, Paula. Jon was absolutely first class in helping me sort out my back-up system. I couldn't have done it without him. Please give him a pat on the back from me when you see him. Regards"

Bea - Natural Practices Clinic

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I have found the sales and marketing people to be knowledgeable and honest and have been happy to find the support and technical staff consistently courteous and efficient. However the main strength of Backup Direct is the sheer simplicity and robustness of their product. Once the initial setup stage is completed, the software does its work as it should without any further intervention required. It provided me with complete peace of mind.

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R Mortreuil - MKMC Ltd

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Brett, just a very quick note to let you know that your support staff, are top flight. I really can't complement them enough for the level of service (above and beyond the call of duty) and knowledge. I have submitted several requests out of hours and on weekends (mainly to make sure I get them submitted) with the expectation of a reply during working hours. What I get are responses out of hours and phone call with help and fixes for the issues I have faced there and then. This is an exceptional level of support no if or buts about it. I must single out both Will and John out as they over this last two week period really been outstanding. I have always felt and repeated to anyone who would listen that Backup Direct offer both a suite of first class products (that just work), but you also support these products exceptionally well. And I would also like to point out that the support calls are usually due to failings in my implementation or knowledge rather than the products failings. Again I would like to extend a very heartfelt thanks for all the fine work your support staff have extended me over the last several years I have been using Backup Direct.

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Laith Zi Bilbeisi - Silicon Visuals

"Dear Tom, Just a note to say how delighted I am with the service. Thanks"

David Oates - D J Oates&Co

"I think it works perfectly the way it is - it is so good I don't even know its there!"

Jenny Manser - JennyManser.com Ltd

"Thanks, Paula, for your help - and what a helpful sweetheart Jon is! All seems well now - I'll be in touch shortly about setting up an account for our new company"

Wendy Roberts - Strathdon Investments Plc

"Backup Direct is quick and easy to use and very reliable"

Liz Murby - Numina Consulting Ltd

"Just wanted to say thanks for the effort and tolerance you and the whole team put into retrieving the data for this account...the way it was handled, the response and information conveyed throughout the process and finally the commitment that was shown in working late on Friday to recover the files was very reassuring. My decision to use Backup Direct for my company was greatly based on the helpful and responsive attitude that was displayed throughout the evaluation process and you have not disappointed in fact I feel very reassured of my decision and positive for the future of our partnership. Please pass on my thanks to all those involved."

S Lawrie - Hedra Consulting

"I have to say we do love this service."

M Petter - Mikrofax

"At the moment what you provide is more than adequate for us!"

John Kingham - Thames Valley & Chiltern Air Ambulance

"Interestingly, I left (my previous service provider) a few weeks ago on the back of a sequence of unhelpful events (being locked out of my data despite using the correct account info) and a price increase. I then foolishly tried to use BT's "Digital Vault" "service" on the back of an ADSL account elsewhere; utterly volatile software. This cost me about three hours time when I could only restore every file that had ever been in a directory rather than just the files I wanted, which meant a lot of re-identifying and re-filing. Your deployment of the technology seems very stable, and I get the impression that you are bigger and more professional. Good experience so far!"

B Ticehurst - Options Enterprises

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I recently downloaded Backup Direct to manage all my back-ups. I initially wasn't sure whether this was a good idea. However, my hardware back-up system had just packed in and I needed to do something. I was very surprised how easy this off-site back-up actually is. I downloaded it and set it up when I want the back-ups to occur and there you go. No initial set-up charges, no tapes - just simple. No longer will you be driving home from work and say "I forgot the tape". No tapes ever again. Anyone who hasn't got a back up system installed yet - this is the baby. For me, I spent £2,000 two years ago on a hardware system. That would have bought me almost five years of back up from Backup Direct. You live and learn!

”

B McGauran - P Quinn - Consultancy Services Ltd

“

I am completely satisfied with the service received from Backup Direct and would have no hesitation in recommending you to other small businesses or individuals. The service was easy to set up, required very little intervention day-to-day, and most importantly it provided peace of mind that our data was always safe without us having to be distracted from our core business activities to change backup tapes etc.!

”

M Rivers - Next Device Ltd

"As a company we used Backup Direct for two backup accounts. The first backup account was at the Managing Director's home. The second backup account was employed on the companies Windows 2003 Server. As a company we had no problems whatsoever with the solution provided to us by Backup Direct and would happily recommend them to any other company in the future. The service support was second to none, the help and advice received over the phone was extremely good and if we ever did have a problem (which was more down to our personal configuration issues than anything else) it was resolved very quickly. We also installed two backup solutions on two of our customer's servers. We are glad to say that both our customers with these accounts are very satisfied with the solution we, together with Backup Direct, provided to them."

Quarterdeck Ltd

"Very happy with the services as it is"

Jason Wilson - Remway Design Ltd

Customer: "Thanks Juliet.. and such a speedy response.. that's what I call customer service!! Kind regards, Chris"

Backup Direct: "Chris, I noticed you sent some kind words to our Accounts department. Would you mind if we put them on the testimonial page of our website?"

Customer: "Don't mind at all.. but only if you buy the lady concerned a cake.. It gets very frustrating in my job when people take an age to get back to me because I'm just another link in the customer service chain and when people respond quickly it means I can respond quickly. This improves my service to my customers. Please thank her again for her speedy service"

Chris Phillips - Adept Vehicle Solutions Ltd

"For pure cost effectiveness and quality of service, Backup Direct is the logical choice to securely store our data..."

D Cox - EST Marketing

"I decided to trial www.backupdirect.net. have found them to be extremely helpful and they have been very willing to speak to me, answering any questions I might have. I am very impressed with them, even at this early stage in my trial...I must reiterate, I am very impressed with the sales support I have received."

D Bloom - Simon King

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Perhaps we are all rather good at complaining when something goes wrong. In stark contrast, often, because we are too busy, we take for granted those things that go well. Silent praise? I shall refrain from that temptation and instead I am taking a bit of time out of the busy schedule - I wish to share what impression you have given me.

Basically, I want to say a big thank you for what you did earlier this week.

The set up of a new system (and new way of working) can seem a bit daunting sometimes. In contrast, with your excellent help, the set up of Backup Direct went very, very well. I was really impressed with your online help and your knowledge and assistance throughout which along the way was sharp, focused and helpful.

Perhaps I am a typical accountant in some regards – I don't suffer fools gladly and I am not easily impressed – so please don't hesitate to accept my gratitude because it is a pleasure to say how grateful I am for your help and, in particular, I want to say that it was all the more impressive the way you helped me. Excellent service!

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Simon Goldstrong - AIMS Accountants for Business