

## IPM: Securing critical data in the cloud



### Customer profile



Cloud Services | Barcelona, Spain



“Traditionally, IPM has supported its clients in the area of digital transformation. Our most important quality is accompanying and empathizing with our clients to understand their problems and help them solve them.”

**Miquel Soler**

Managing Director at IPM

### Business needs

- Transform IT infrastructure
- Support critical ERP and CRM environments
- Protect Microsoft 365 environments against cyber attacks

### Business results

- Successfully implemented Dell APEX Backup Services with minimal disruption and downtime
- Secured Microsoft 365 environments against cyber threats
- Significantly improved day-to-day operational efficiencies

### Solutions at a glance

- [Dell APEX Backup Services](#)

## Transforming IT for over 40 years

Since 1980, IPM, a Ricoh Company, has been supporting businesses and organizations with digital transformation and modernizing IT infrastructure. Today the company has not only become the number one in hyper-converged infrastructure solutions in the Iberian Peninsula, it has complemented its portfolio with 4 elemental pillars: Cybersecurity, Cloud, Modern Apps & Automation and Digital Workplace.

“Traditionally, IPM has supported its clients in the area of digital transformation. Our most important quality is accompanying and empathizing with our clients to understand their problems and help them solve them.” explains Juan Manuel López, Product Manager at IPM.

To continue supporting its customers, IPM needed to transform its infrastructure and modernize its CRM and ERP applications.

## Protecting business critical applications

As digital transformation has become a necessity for modern businesses across all industries, it was imperative that IPM had the right backup and storage infrastructure to support its customers' data and applications as well as its own. The company required a cloud hosted data protection solution that could provide scalability, security and centralized visibility — without increasing complexity.

Since IPM is responsible for supporting IT infrastructures around the world, it needed a cloud solution with scalable storage capacity to ensure growing data workloads and applications are continually protected.



“Dell APEX Backup Services has completely solved our Microsoft 365 problem, and we’re even considering extending the protection for new end points.”

**Juan Manuel López**  
Product Manager at IPM



**World class  
security with  
simplicity**

## Cloud security and backup made simple

Building on a 30-year relationship, IPM chose Dell APEX Backup Services. Dell APEX Backup Services' zero-trust architecture, multi-factor envelope encryption and data isolation capabilities perfectly aligned with what IPM needed for its ERP, CRM and Microsoft 365 applications.

As a certified Dell Technologies Titanium Partner, IPM supported the initial release of Dell APEX Backup Services — offering the solution to its customers across the globe. Soon after seeing the results Dell APEX Backup Services delivered to its customers, IPM decided to incorporate the solution into its own business.

Businesses across the globe depend on Microsoft 365 as a strategic asset for collaboration, productivity and administration. With this in mind, IPM required a cloud solution with built-in, secure architecture to protect critical Microsoft 365 applications against cyber attacks.

Regulation compliancy is a significant challenge for many IPM customers. The company needed cloud infrastructure that could help its customers meet business SLAs (service license agreements) with speed and efficiency.

Accessibility, ease of use and centralized management was also a top priority for IPM. It needed to be able to monitor critical customer data, virtualized environments and SaaS applications — all from a single, cohesive interface.



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**Juan Manuel López**  
Product Manager at IPM



“Dell Technologies is our most important partner, precisely because their quality is so high and for their ability to provide all kinds of solutions for all kinds of needs. We are strongly committed to this.”

**Miquel Soler**

Managing Director at IPM

Implementing and deploying Dell APEX Backup Services was simple. IPM was able to go live with Dell APEX Backup Services with minimal disruption or downtime.

In terms of management, the company was able to manage its workloads and applications with ease and simplicity — all thanks to the Dell APEX Backup Services’ intuitive web-based interface.

As for IPM’s Microsoft 365 applications, López explains: “Dell APEX Backup Services has completely solved our Microsoft 365 problem, and we’re even considering extending the protection for new end points.”

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