

How an AWS Premier Partner Unified Multi-Tenant Backup at Scale

From manual overhead to an 85% cost reduction for one of their customers: how a MENA AWS Premier Partner unified multi-tenant backup across a diverse, high-demand customer base.



ZERO & ONE
Part of NTT DATA

TYPE

AWS Premier Partner/MSP

CERTIFICATIONS

200+ AWS certifications across their team of cloud architects, engineers, and consultants

REGION

Serving customers across the Middle East, UAE, Saudi Arabia, and Lebanon

KEY RESULTS

The team saw significant time savings, smoother cross-account management, and faster, more reliable restores.

✔ **85% reduction** in backup costs

✔ **1 platform** for multi-tenant management across regions

✔ **6 years** of continued partnership

The company

Zero&One is an AWS Premier Partner providing cloud consulting and managed services to customers across the Middle East. As an MSP, the company helps organizations operate smoothly on AWS, translating complex cloud challenges into simple, reliable outcomes. **Wassim El Tawil leads the cloud engineering operations team, ensuring customers receive the highest quality of care.**

Zero&One is the first homegrown AWS Premier Consulting Partner in the MENA region and hold AWS Competency Partner status for AWS DevOps, AWS Migration & Modernization. They have been awarded AWS Consulting Partner and Migration Partner of the Year for MENA, being a key partner for their clients as they use N2W and enabling them to protect, manage, and recover customer data at scale from a single, unified platform.

The challenge: supporting diverse customer backup requirements at scale

As an MSP managing multiple AWS environments, Zero&One faced a common but complex challenge: every customer had different expectations for data protection.

Some customers required simple backup schedules, while others needed:

- **Cross-region** disaster recovery
- **Faster restore** times
- **Compliance-friendly** reporting
- **Multi-account** visibility
- **Cost-optimized** storage strategies

Managing these requirements across multiple accounts and regions manually created a slow, inconsistent process. AWS Backup addressed basic regional needs, but it fell short for customers who needed multi-account visibility, faster recovery times, or more granular policy control. Without a single platform to consolidate these requirements, the team's workflows were fragmented and difficult to scale.

"Before N2W, our biggest challenge was supporting customers with different protection requirements across multiple accounts and regions. Managing everything manually made the process slow and inconsistent."

Wassim El Tawil, Head of Managed Services Cloud Operations Center

The solution: a centralized platform designed for MSP operations

Zero&One evaluated N2W specifically against an MSP use case, and it stood out immediately. Wassim and his team adopted N2W because of its MSP-friendly architecture, transparency, ease-of-use and flexibility.

The platform enabled the team to:

- Manage multiple customers from a single **multi-tenant dashboard**
- **Centralize backup policies** across accounts and regions
- Automate **schedules and retention** policies
- **Simplify rapid restore** operations
- Provide immediate and detailed **reporting for compliance** and audits
- **Save significantly** for customers with long-term retention needs and budget concerns

The results

The value of N2W became clear almost immediately after onboarding began. The team saw significant time savings, smoother cross-account management, and faster, more reliable restores.

Key outcomes include:

- **85% reduction in backup costs** for a major customer, achieved by archiving snapshots to Amazon S3, maintaining full protection while dramatically cutting storage expenses.
- **Centralized multi-tenant visibility** across all customer accounts and regions, replacing a scattered, manual process with a single unified view.
- **Faster restores and more controlled retention** settings, reducing the number of touch points for the team and enabling quicker responses to critical escalations.
- **Simplified compliance and audit reporting**, with straightforward management reports generated from one platform rather than stitched together from multiple sources.
- **Flexible, adaptive console-access** for each customer, as some wanted more MSP management while others preferred to stay involved.

"As soon as we started onboarding customers, we saw how much time it saved our team. Instead of switching between environments, everything was managed from one place."

A philosophy built on peace-of-mind

Wassim's guiding principle for data protection is straightforward: **customers should never have to worry**. They expect their environments to be protected without needing to think about it. The job of an MSP is not simply to take backups, it's to have the right policies, safeguards, and recovery expectations in place so there are no surprises.

N2W enables Zero&One to deliver on this promise consistently. Whether a customer wants full management or prefers to remain hands-on, the platform adapts without adding complexity. The result is intentional, reliable protection rather than a reactive, break-fix approach.

Looking forward

Zero&One sees backup and recovery continuing to evolve toward greater automation, faster response, and a more seamless experience, particularly as cloud environments scale rapidly across hyperscalers.

Customers will increasingly demand simplicity and peace of mind, knowing their backups are safe. MSPs who guide them will need smarter tools that reduce effort and improve resilience. For Zero&One, having a platform like N2W means they can confidently support customers as their infrastructure evolves across more accounts, regions, and clouds.

DON'T WAIT FOR A DISASTER

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- AWS Outposts Ready
- AWS Marketplace Seller
- Govt. Software Competency
- Storage Software Competency

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