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CUSTOMER STORY



"With over 600 service points relying on this cluster, we moved Vinchin outside it to avoid a single point of failure. Now, Vinchin reliably protects both XenServer and Hyper-V from one console, simplifying management and helping keep deliveries running smoothly."

Nikos Chavenetidis,
IT Infrastructure Manager
ACS Courier

Logistics

XenServer, Hyper-V

About ACS Courier

Headquartered in Athens, ACS Courier is the largest courier operator in the Greek market. Its network spans Greece, Cyprus, Albania and Bulgaria with more than 600 service points, and its deliveries reach businesses and consumers in over 200 countries.

Behind that network, the core services run on a five-host XenServer pool, while newer projects are moving onto Microsoft Hyper-V. Covering both platforms from one place is the constraint its IT team works under.

Business Challenge

Backup infrastructure needed independence from production

Like many virtualized environments, ACS's backup server ran alongside the production workloads in the same XenServer pool. The team wanted a recovery system that stays reachable even if the pool itself goes down, so restoring would never depend on rebuilding the cluster first.

Two hypervisors, and no way to validate a migration

New projects were landing on Hyper-V while the core stayed on XenServer. Moving a VM between two hypervisors normally means an export-and-rebuild cycle, so a migration cannot be proven until after cut-over. The team had about five Windows Server 2016 and 2019 VMs that needed exactly that kind of validation before they could move.

Why Choose Vinchin?

ACS began with a free trial rather than an outright purchase, and once the trial proved itself in daily operation, the company kept the solution in production.

One console, both hypervisors. XenServer and Hyper-V are covered on the same platform under a single license, so the Hyper-V hosts did not need a second tool.

V2V conversion built in. Vinchin's built-in conversion engine turns a XenServer backup into a running Hyper-V VM, so a migration can be tested instead of rebuilt.

Location-independent backup server. Vinchin can run on a separate host outside the platform it protects.

Responsive support. Vinchin followed up unprompted to confirm the environment was running without problems, supplied upgrade documentation before each version step, and offered engineer assistance whenever the team planned a change.

Vinchin Solution

To address this, ACS deployed Vinchin Backup & Recovery across both hypervisors in a single deployment:

Backup outside the pool. Vinchin now runs on a standalone Hyper-V host outside the XenServer pool, keeping the recovery system fully independent of production.

Migration testing. Vinchin's V2V restore brought approximately five Windows Server 2016 and 2019 VMs from the XenServer pool up as running Hyper-V VMs, ready to be tested before cut-over.

Agentless protection. Vinchin backs up the virtual machines from the hypervisor level, so nothing had to be installed inside the guests.

Result

ACS Courier now protects its five-host XenServer pool and growing Hyper-V environment with Vinchin Backup & Recovery, eliminating backup infrastructure single points of failure and enabling VM migrations to be tested before production cutover. With the backup server running independently on a standalone Hyper-V host, ACS ensures recovery remains available even if the production cluster goes down. The team can restore XenServer VMs as running Hyper-V VMs, retain over 40 days of restore points through upgrades, and manage both hypervisors from a single console, ensuring reliable protection and streamlined migration.

Question? Need support?
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