



RushFiles

# Replacing file servers: what works in practice

Common issues, what to avoid, and how MSPs handle it

## Quick Reality Check

File server replacements often work in testing, but create issues once users start working in them.

If 2 or more of these apply, your setup may not perform as expected:

- Users expect mapped drives and the same folder structure
- Large files (CAD, video, Adobe) are used daily
- Multiple users work in the same folders at the same time
- You're relying on sync to keep files up to date
- Clients expect "no change" after migration

## Why It Breaks

The problem isn't storage, it's how people work. Most replacements change how users access files, how folders are structured, and how permissions behave. When that changes, users don't adapt. Workflows break, and support load increases.

## Where MSPs Get Burned

This is where most migrations fail, not technically, but operationally.

- ❌ Works in demo, fails in production
- ❌ Sync works until file count grows
- ❌ Migration succeeds, adoption fails
- ❌ Users say "it's fine" until real work starts

## What to Use Based on the Situation

Not every client should be handled the same way.

### Standard cloud tools work for:

- Small teams
- Light file usage
- Low dependency on structure

### A file server-style approach is needed when:

- Large datasets are involved
- Shared folders are critical
- Users resist workflow changes
- Performance matters

## Control and Recovery

Replacing file servers should not reduce control. Make sure:

- ✔ Data location remains defined
- ✔ Access stays permission-based
- ✔ Activity is fully auditable
- ✔ Recovery is predictable

## What actually works

What tends to work in real setups:

- ✔ Existing folders and permissions stay intact
- ✔ Files open and save directly, without delays or conflicts
- ✔ Users keep working through a mapped drive or familiar interface
- ✔ Access works the same across office, home, and mobile

RushFiles supports this setup, so you can replace the file server without changing how users work.

## A better way to replace file servers

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