datto

Ransomware is a Walk in the Park for Interplay and Datto

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As one of the few true MSPs in the Seattle area, Interplay's experienced techs maintain a wide-ranging list of certifications and specialities to meet their clients needs. They partner with top of the line vendors, like Datto Inc., to offer cloud services to securely store data and stay protected against today's many cyber threats.

Brian Place is the Principal and Founder of Interplay, which has been in business for close to 20 years, serving many Seattle based mid-to-large sized non-profit organizations with upwards of 150 employees each. Their focus on the non-profit vertical stems from their passion to help these organizations achieve on their missions.

One client, IslandWood, is an environmental learning center which was created to improve access to meaningful, nature-based learning experiences for children. Their 250 acre campus serves over 12,000 students every year, taking experiential learning programs to the next level.

"Relationships are key, and we get along very well with our non-profit management clients. One of Interplay's goals is to create a work environment where people want to come in and spend time together with co-workers and clients. That philosophy and culture tends to carry through to the clients we serve," said Place.

IslandWood began working with Interplay IT about eight years ago because they were experiencing rapid organic growth as an organization and their IT infrastructure was not sustainable enough to scale at the same rate. Struggling with an outdated, overbuilt and misaligned system, it was costing them unnecessary time and money.

Once they made the commitment to Interplay, trust between the two organizations was built very early on. Based on Interplay's recommendations, IslandWood made the decision to update and simplify their technology stack. One key piece of their technical transformation was Datto's SIRIS Enterprise hybrid business continuity solution.

"I said 'Don't wait to put a Datto in.' Datto was a perfect fit because of its state of the art technology that fit in the budget and was able to save IslandWood the astronomical costs of potential downtime. This was a solution that brought them up

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Just a few years after Datto was implemented, IslandWood was attacked by a ransomware virus when a user clicked on a phishing email. Unknowingly, hundreds of thousands of files and folders, dating back decades, had been encrypted on their main server. This level of attack would have shut down their operations indefinitely and cost them an unthinkable dollar in ransomware money.

Luckily, their data was safe with Datto, making the ransomware attack a non-issue and giving them ability to be back up and running within hours. Thanks to the strategic, forward-thinking approach that had been done a few years prior, IslandWood bounced back without any impact.

"If it hadn't been for Brian and his team, we would have had extensive data loss. Prior to Interplay, this would have been a major disaster. Interplay had the forward thinking mindset to protect our data, and had someone onsite the entire time we were dealing with the crisis," said Julie Yunt, IslandWood's IT Manager.

Datto's solutions offer MSPs and their clients peace of mind knowing that you can come out unphased and on top of cyber attacks. The ability to recover data at lightning fast speeds should motivate every business, small or large, to take precautionary steps that insure their business data is safe and accessible, at all times.

Since the incident, Interplay has spent time at IslandWood to educate the entire staff around phishing schemes, how to avoid them, and what to do if you're unsure. While no MSP wants to see their clients fall victim to ransomware, Interplay's proactive approach to cybersecurity prior to the attack has left a very positive impact on their relationship, trust, and overall business with IslandWood.

About Datto

At Datto, our mission is to empower the world's small and medium-sized businesses with the best in enterprise-level technology. We do it by equipping our unique community of Managed Service Provider partners with the right products, tools and knowledge to allow each and every customer to succeed. It's an approach that's made us the world's leading provider of MSP delivered IT solutions. Datto is headquartered in Norwalk, CT, with offices worldwide.

Corporate Headquarters
Datto, Inc.
101 Merritt 7
Norwalk, CT 06851
United States
partners@datto.com
www.datto.com
888.294.6312

Global Offices
USA: 888.294.6312
Canada: 877.811.0577
EMEA: +44 (0) 118 402 9606
Australia: +61 (02) 9696 8190
Singapore: +65-31586291