Powernet IT Solutions Ensures Australian Businesses Avoid Downtime with Datto

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Powernet IT Solutions is a managed service provider (MSP) with multiple locations across the eastern seaboard of Australia. According to Daniel Williams, Head of Service Delivery & Director, Powernet's mission is to ensure their customers have the best technology solutions available, not just any old off-the-shelf product.

When the MSP began to struggle with the backup and disaster recovery (BDR) solution they had been leveraging to protect clients' data, Williams knew it was time to look into a replacement. After a few painful and time-consuming restores using a build-your-own BDR product, he wanted a more complete solution that would offer everything his customers needed but with single-vendor accountability. "We wanted a solution with premiere tech support, account management and training. Datto passed all three of these areas with flying colours, filling in needs we didn't know existed," said Williams.

Powernet decided Datto was the perfect fit for the company. "Datto is such a thorough solution and the simplicity is incredible. A lot of the processes that were labour-intensive for us with our previous solution are built in, such as Inverse Chain Technology, which provides a more flexible and resilient solution. Datto features like this allow Powernet to spend less time on back-end systems and repetitive tasks and more time to focus on their clients.

According to Williams, Datto has been a complete solution for them since day one. Despite already surpassing their expectations, Datto continues to advance the solution and make improvements. "One of the biggest features we're excited about is Datto's Ransomware Protection and Recovery Solution. This gives us the upper hand in the growing ransomware epidemic and allows us to guarantee our client's data is secure." According to Williams, this innovation shows how much Datto invests in their partners.

"Knowing we have a Datto on site takes the panic out of disaster situations. Before Datto, any recovery scenario was a far different experience with more downtime and headaches. We now are confident that we can recover our customers' data with minimal downtime," said Williams.

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Daniel Williams
Head of Service Delivery & Director
Powernet

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IT SOLUTIONS

About Datto

Datto protects essential business data for tens of thousands of the world's fastest growing companies. Our Total Data Protection platform delivers uninterrupted access to data on site, in transit and in the cloud. Through Datto's network of partners, we provide companies with products and services designed to continually keep business running. Businesses rely on Datto for industry leading technology combined with unrivaled customer service. Datto is headquartered in Norwalk, Connecticut, and has offices in Rochester, Boston, Toronto, London, Singapore, and Sydney. Learn more at www.datto.com.

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