

A large shark is swimming in an aquarium tank. In the foreground, the silhouette of a person is visible, looking at the shark. The background is a deep blue, and there are other fish visible in the distance.

SUCCESS STORY

CorCystems and Datto Earn Aquarium's Seal of Approval

datto



IT'S ALL ABOUT KEEPING A TEAM TOGETHER WITH EVERYONE ON THE SAME PAGE SUPPORTING EACH OTHER. THEY'RE THE BOOTS ON THE GROUND, AND WE'RE HERE TO SUPPORT THEM AND ENSURE THEY ARE SUCCESSFUL

Tony DeMarco
President & CEO of CorSystems



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.

With nearly 500,000 people walking through [The Maritime Aquarium At Norwalk](#) every year, providing the best experience possible takes a lot of work from all aspects of the organization. In addition to the thousands of animals hosted, The Maritime Aquarium uses cutting-edge technologies to entertain visitors, including an IMAX theater, educational programs, and a giant touchscreen exhibit.

To ensure everything is in working order, the aquarium has employed a top-notch IT department, including IT Manager Sergio Munoz and Systems Manager Chris DiLello. Their main duty is to provide tech support to all employees of the aquarium. To help ease the burden for the small IT team, The Maritime Aquarium enlist the help of [CorSystems](#), a managed service provider (MSP) in Ridgefield, Connecticut.

Prior to working with CorSystems, the aquarium worked with a different MSP that often complicated things for the in-house IT team. For example, the MSP was managing the entire IT service and didn't give DiLello and Munoz the necessary access or resources to do their jobs. "It was a very closed and restricted operation. Everything about the relationship made our lives more complicated," said DiLello.

For CorSystems, which came aboard and immediately provided a successful relationship with the aquarium's IT staff, it was about creating a true partnership. "One of our initial struggles was convincing Sergio and Chris that we weren't there to displace them, but instead to empower them," said Tony DeMarco, President & CEO of CorSystems. Since then, they've come to an understanding, and it has been a great relationship for both parties, according to DeMarco. "When we onboarded, we brought DiLello and Munoz here to meet our team and get a better feel for how we operate. We wanted to show them that this is an open relationship and that we are here to make them successful," said DeMarco.

CorSystems offers various enablement services to better equip DiLello and Munoz, including a knowledge base and training resources. "Ever since we started working with CorSystems, it has been a great experience. When I go to their office, I can talk with the team face-to-face and fix any issues or concerns I have," said Munoz. One of the greatest parts of the aquarium's partnership with CorSystems is the innovative Datto technology the MSP leverages for backup and disaster recovery. "With Datto, we don't have to think about the backups. They just work," said DiLello. "We don't have to give it a second thought. We get our reports on a weekly basis and CorSystems takes care of the rest."

According to Munoz, as the aquarium continues to grow and become more popular, it's important to be able to provide support to all employees and offer the best service possible to the community. CorSystems and Datto will be there every step of the way to ensure their success.

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