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The Show Must Go On! Cloud Space Inc. Saves The Art of Banksy

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![Steve Radonic photo]

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Steve Radonic
Chief Operations Officer

![CloudSpaceInc.ca logo]

Cloud Space Inc. is an MSP located in Toronto, Ontario, offering their clients a hands-on approach to delivering end-to-end managed services including business continuity, networking, and full infrastructure management.

Steve Radonic, Chief Operations Officer of Cloud Space Inc., has been in business for over 25 years, protecting over 100 customers ranging from small to enterprise businesses in a variety of verticals including publishing, multimedia, entertainment, real estate, legal, and pharmaceutical.

Cloud Space Inc. customers know them for providing white glove service, where they handle absolutely everything IT related so the client never has the need to leave their office or worry about their technology stack.

"We're the 'personal shoppers' of IT—we come to you, size your environment, implement the appropriate technology to meet your needs, and monitor everything with a hands-on approach. We take care of everything to ensure our clients can experience the way IT should be—when everything just works," said Radonic.

Cloud Space Inc. saved the day (multiple days that is) for a client in full swing of an exclusive traveling art exhibit in Toronto. The Art of Banksy hired Radonic's firm to provide full infrastructure design, development, and managed services throughout the exhibit for production, POS, network connectivity, and guest WiFi. Working around the clock for 20 days straight, Cloud Space Inc. transformed a 10,000 square foot empty warehouse into a fully functioning canvas for the exhibit.

They supervised, installed, and managed the entire IT infrastructure of the exhibit, including network connectivity and WiFi using Datto Networking solutions. They implemented five Datto Access Points, one Datto Switch, and one Datto Networking Appliance (DNA), providing 4G LTE failover. They also installed 31 CCTV cameras around the architectural schemes to monitor the exhibits from anywhere at anytime.

The finished product supported over 30 staff running POS for ticket sales, gift shop, concessions, and food and beverage, in addition to the production crew, main WiFi for executives, and public WiFi for 250 guests per hour from June to September. As if this isn't impressive enough, hear what happens next.

Each night, the Cloud Space Inc. team logs in to the systems for a proactive health check. Radonic immediately noticed the network was running on 4G LTE failover, which the DNA had kicked on automatically. The fiber line to the exhibit had gone dead and the modem reset to factory settings.

The DNA kept everything up and running for three days using 12.4 GB LTE data, until the fiber line and modem were repaired. The speeds were about 15 Down and 10 Up which allowed the exhibit to keep the box office doors open and production in full swing. The Art of Banksy was in Toronto for a limited time, as the exhibit tours around North America, which is why it was crucial that the show must go on!

"I consider those speeds pretty amazing in Canada, especially since the DNA was located in a solid brick building covered by 12 inch thick walls, under a metal staircase. The DNA was rock solid and performed exactly as it was supposed to. Clients typically feel they don't always need to take extra precautions, but I tell them it's not if—but when—and you're going to thank me later," said Radonic.

Cloud Space Inc. chose Datto Networking and the DNA in particular, because it's perfect for clients like The Art of Banksy, who require constant up time and rely on Internet for sales and phone services. Datto Networking is a unified solution designed specifically for Managed Services Providers who need reliable products, ease of use, and management in one centralized portal.

"When my clients ask me what kind of magic I'm doing to keep them up and running— I know I've done my job," said Radonic.

Disasters happen, there's no way around it. However, what we can do, and what Cloud Space Inc. excels at, is being prepared for them to happen. The Art of Banksy had the best kind of disaster happen, one that didn't impact business or the experience of staff and customers. The show must always go on, and Cloud Space Inc., allowed this to happen for one happy client.

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I WAS ABLE TO FINISH MY VACATION KNOWING THAT I COULD SUCCESSFULLY SUPPORT MY CLIENTS' NEEDS BECAUSE DATTO HAS MY BACK!

Steve Radonic
Chief Operations Officer

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.

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