Sawback IT and Datto Save Client From a Costly Mistake

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Todd Scheven
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Sawback IT, a division of LANslide Integration Services Inc., is an MSP located in Western Canada, offering business continuity and cyber security services to keep their clients up and running, uninterrupted.

Todd Scheven, President of Sawback IT, has been in business for over 23 years, protecting nearly 100 clients from the large enterprise market all the way down to small family owned businesses, and across multiple verticals such as government, healthcare, insurance and energy.

Sawback IT takes great pride in the trust they've built with their clients. One client in particular was very thankful they took Sawback IT's recommendation. Ballistic Echo, a software development house and one of only a handful of Xerox Personalized Application Builder Authorized Partners worldwide, decided to invest in a more reliable business continuity solution after Sawback IT stressed its importance. Ballistic Echo develops thousands of lines of source code each day and needed the ability to backup their data often and easily.

"Trust is the cornerstone of every relationship and we've worked hard to become our client's trusted advisor that they know they can rely on", said Scheven.

In the past, Ballistic Echo utilized a file level backup solution which took a very long time to restore. In October of 2017, Sawback IT implemented the Datto ALTO solution, an image based hybrid cloud product, which offered Ballistic Echo full control of the backup frequency and restores.

Just a few months later, what seemed like a typical day of coding turned into a disaster scenario for one particular project Ballistic Echo was developing. Human error caused thousands of lines of unique code to be deleted prior to pushing to source control, resulting in multiple hours of lost time, revenue, and work. Manually re-creating the work would have been virtually impossible.

Within minutes, Ballistic Echo was able to restore the most recent backup themselves and recover 100% of the data. The Datto ALTO solution had them back up and running while avoiding downtime, data loss, and any intervention from Sawback IT.

"The client was self sufficient and in complete control. The fact that they so easily logged in and restored their own data is a testament to how intuitive and easy the Datto solution really is," said Scheven.

In this scenario (and most), the return on investment of the Datto ALTO solution has proved itself. When disaster strikes, which it will - in some way, shape or form, are you covered?

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. Learn more at www.datto.com.

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