

Datto File Protection



Datto File Protection is a secure and scalable file and folder backup service that enables MSPs to efficiently protect and recover data across client devices such as workstations and laptops. Simple, SMB-friendly, endpoint file backup, with powerful MSP-centric capabilities that automate service delivery and minimize operational overhead.

Why MSPs Choose Datto File Protection to Secure Business Data for their Clients

Simple, Secure Endpoint Backup and Recovery

Continuous file and folder backup protects business documents against ever-present threats such as human error, hardware failure, ransomware, and lost or stolen devices. With the ability to backup over any Internet connection, it protects user's valuable business data wherever they are, whether they're in the office or on the move. Six month versioning protects against accidental deletion, and ensures corrupted data can be recovered by users or with the assistance of their administrator or MSP.

Automate Service Delivery

MSPs and Administrators can configure backup settings including default backup paths, bandwidth usage, and alerting frequency, to allow for streamlined implementation and service management. Integrations with Autotask PSA automate contracts and billing, with options to automatically generate support tickets. A parsable XML enables automated monitoring by RMM to increase visibility and improve issue resolution.

Fast, Seamless Deployment

Deploy remotely via RMM in minutes so MSPs can start protecting client data fast. Deploy via AD Group Policy or by emailing the download link to users for self-install. With Datto RMM, the native integration also includes silent install and mass authentication, removing any negative impact on user productivity during deployment.

End User Access

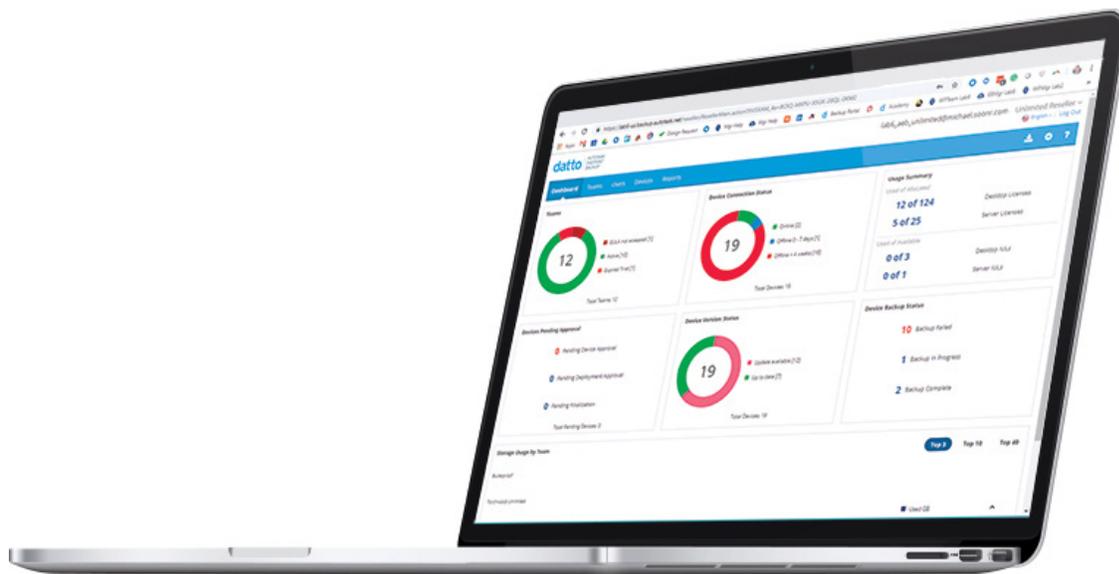
Intuitive design means users can easily and quickly access and restore their own files, enabling them to recover from common data-loss scenarios such as accidental deletion without raising a support request. MSPs and administrators can also securely access client accounts to restore data on their behalf.

Enterprise-Grade Security, Compliance, and Reporting

With greater than 99.99% uptime alongside HIPAA, GDPR and SOC 2 Type II compliance, Autotask Endpoint Backup has a proven track record for keeping business data safe and available 24/7. Data is encrypted with 256 AES encryption both in transit and at rest. Data centers are geo-redundant, with regions based in the USA, Canada, Europe, and Australia. Powerful reporting allows techs to filter, save, and schedule and automatically be emailed reports on activity and status, including backup status, access by users, and data retrieval via download or restore.

Datto File Protection Features

Platforms Supported	Windows, MacOS, Windows Server
File Backup Frequency	File backups are continuous, with file changes being immediately backed up once a change is detected on the device
Centralised Configuration and Management	Partners have access to a Manager portal, enabling centralised, policy-driven, configuration and management of all Datto File Protection clients
Administrator Privileges	Admin rights for clients to manage their own accounts
End User Authentication Methods	Via system tray icon, SSO, or Access Link sent by admin
File Versioning	Backups of new versions are created whenever a file is changed, with prior versions retained for up to 180 days
Database Support	Support for static database files
Backup Exclusions	Support for policy-driven file type, file and folder exclusions
Network Mounted Drives	Server version only
Data Center Storage Location	Stored in data center regions in US, Canada, EU, Australia; Built-in redundancy, geo-redundant within region; Data resides within the region. SOC 2 Type II annually audited, and with 256 bit AES encryption in transit and at rest
Restore Function	Restore to original user's device; restore to an alternative user device by admin or MSP
Reporting	Dashboard view, and XLSX export available. Reports include system access and data retrieval by users, admins, and the MSP; option to save and schedule email report delivery
Autotask PSA integration	Automated contracts and billing management
Datto RMM integration	Remote, silent, deployment and authentication to desktop devices
RMM monitoring with parsable XML	Enables application monitoring out-the-box with Datto RMM, or with any other RMM



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