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Bader Martin Ensures Business Continuity is Accounted For with Blackpoint IT and Datto

For over 30 years, Managed Service Provider (MSP) Blackpoint IT has been committed to delivering top of the line managed IT and consulting services to small and mid-sized businesses across the Seattle and Portland area.

Blackpoint IT helps to ensure that everyone is on the same page by offering a nightly reporting service. Datto's Screenshot verification feature validates that systems can be spun up in the event that anything should happen.
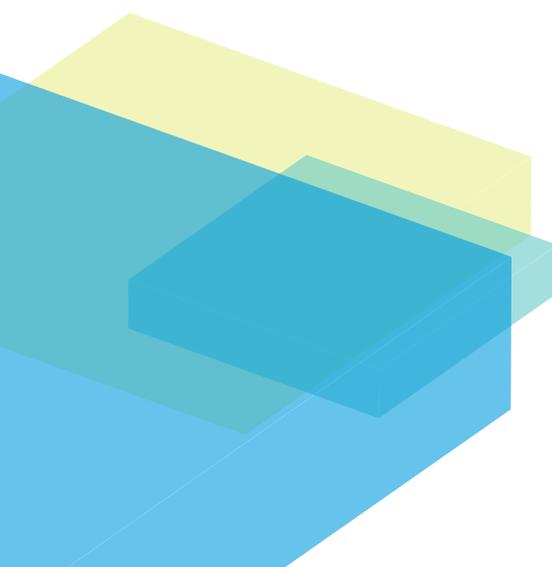
BLACKPOINT
IT Services

As Blackpoint IT has transformed their technical offerings over the years, it's no surprise that their customers have evolved their use of technology as well. One such example is Bader Martin, a CPA and business advisory firm in the Seattle area. With more than 25 years of experience, Bader Martin supports high net-worth clients nationwide, advising on tax work and trusts. The firm takes client data seriously and when it comes to backup, business continuity and disaster recovery, Bader Martin has progressed over the years in terms of the way the company backs up and stores important client data.

Mike Basilicato, the lead manager of technical services for Bader Martin, has watched the backup, business continuity and disaster recovery space evolve from tape backups and disc implementations, to more robust solutions over the course of his 20 plus years in IT. In the summer of 2013, the Bader Martin technology services team was searching for a strong business continuity solution for their company. At the time, the solution that the company had in place was pricey, had bandwidth issues, and worst of all yielded flawed disaster recovery testing. The technology services team knew there was a better way.

Bringing Back Business Continuity

Blackpoint IT, Bader Martin's trusted technology advisor, recommended Datto's solutions. Upon completing disaster recovery testing, the team was immediately taken back by both the ease and simplicity of the process. The technolgoy services team was extremely impressed with the team at Blackpoint IT:

"I can see why they are a premier Datto partner. They respond within an hour when a request comes in and it's picked up and then worked on. They are our trusted business continuity team," said Basilicato.

Looking more closely at how Bader Martin operates, it is important to understand how downtime can affect their business model:

"We are a traditional accounting firm so we bill by the hour. Any time work is not accessible is lost billable hours. I don't know how other companies do it, but it would make me nervous if you didn't have a good business continuity plan for that purpose," Basilicato explained.

Given the nature of their traditional billing revenue model, downtime is simply not an option. For an accounting firm like Bader Martin, downtime costs are very real and calculable.

Addressing the Everyday

Bader Martin also needed a business continuity plan that could address their internal workforce. As the company is primarily digital, it's crucial that their digital assets containing client data be backed up and easy to restore. Internally, the technology services team has witnessed users delete entire folders from their email, believing they would no longer need them (A common occurrence at most companies.) Luckily, Blackpoint IT's one year retention policy coupled with Datto's Backup Insights feature allow Basilicato to go back to those forgotten folders and restore them.
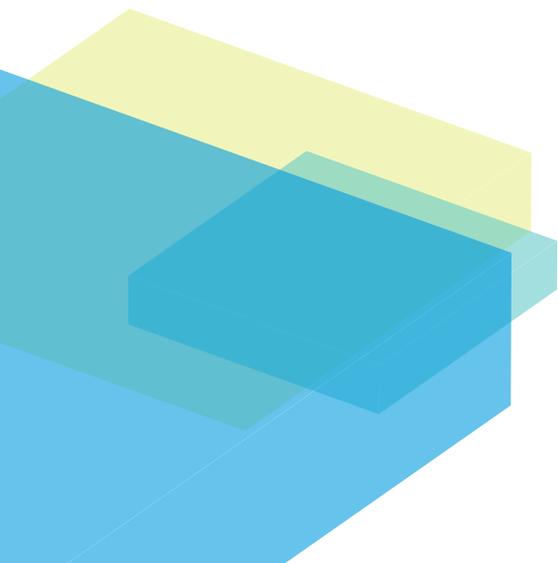
Proof of backup is among the many things that keep everyone at Bader Martin at ease when thinking about the safety of their data. Blackpoint IT helps to ensure that everyone is on the same page by offering a nightly reporting service. Datto's Screenshot Verification feature validates that systems can be spun up in the event that anything should happen and sends an easy to read report.

Keeping Bader Martin's Customer Data Secure

From an external standpoint, Bader Martin always keeps secure management of client data at the top of their list. While handling delicate financial information, client confidentiality is hugely important:

"From what we've seen in the technical specs, how Datto handles the data and how data is encrypted, we have a level of comfort in security. We understand that the cloud engineers are handling data in the most secure manner possible," said Basilicato.

To give customers more peace of mind, Mike recently signed off on a cyber security policy. The policy details how they perform backups and their business continuity plan. Customers can view this policy as a promise from Bader Martin that their data is being protected in the utmost by these documented procedures.

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Addressing the Future

Historically, both Blackpoint IT and Bader Martin have built strong reputations in their respected areas, and much of that can be attributed to their forward thinking attitude. As a cloud-forward company, Bader Martin has adopted the use of more SaaS applications. Over the next year, they plan to migrate to the Office 365 suite. Investing in a collaborative cloud platform calls for more data protection, and Datto solutions make it possible.

"One reason why we're a strong proponent of Datto is because of the acquisition of Backupify. We are using more and more cloud apps to get things done, and we need this in the production environment. We are looking forward to using the service for Office 365."

To sum up Mike's thoughts on Datto and Blackpoint IT, "They're awesome - and you can quote me on that."

About Datto

Datto is an innovative provider of comprehensive backup, recovery, and business continuity solutions used by thousands of managed service providers worldwide. Datto's 180+ PB purpose-built cloud and family of software and hardware devices provide Total Data Protection everywhere business data lives. Whether business data is on-prem in a physical or virtual server, in the cloud, or in SaaS applications, only Datto offers end-to-end recoverability and single-vendor accountability. Learn more at www.datto.com.

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Corporate Headquarters
Datto, Inc.
101 Merritt 7, Norwalk, CT 06851
United States
partners@datto.com • www.datto.com
888.294.6312

Regional Offices
Norwalk, CT	888.294.6312
Boston, MA	800.571.4984
Toronto, CAN	877.811.0577
Reading, UK	+44 (0) 118 402 9606