

Dynamic Business Technologies Finds More Dynamic BDR with Datto

Since 2006, **Dynamic Business Technologies (DBT)** has been a leading provider of award-winning IT solutions and managed services in New South Wales, Australia. Putting customer satisfaction above all else, DBT strives to keep IT support at the core of their business.



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Nathan Franks, Managing Director,
Dynamic Business Technologies



“Our commitment to supporting and adding value for our clients drives everything we do, and we deliver innovative solutions to facilitate our customers’ success in their marketplace and, most importantly, we provide our customers with confidence to move forward with their own business enterprises,” says Nathan Franks, Managing Director.

Currently, the company offers backup and disaster recovery (BDR) solutions, an in-house service desk, cloud solutions, project management services, and IT consulting.

Backup Troubles

Franks described their early backup and disaster recovery solutions as the cause of many headaches. They began by using a mix of technologies to back up clients, which, from the onset, required extra care. They had to manually perform the first seed backup and then drive over to a data center to upload it. The onboarding process alone was enough to make the team weary.

“We estimated we were losing around 7 hours a month of a technician’s time on average in supporting and administering the solution,” added Franks. Technicians are vital to the support of their client base, so wasted time was not feasible.

Datto Simplified Everything

Seeking a better solution, Dynamic Business Technologies teamed up with Datto. “The Datto platform was significantly easier to use, administer, on-board and is backed by great vendor support. With full integration into Autotask Endpoint Management, it enables our help desk team [with] a quick insight into our clients’ backups and, more importantly, automatically logs any tickets if issues occur,” said Franks. Technicians were no longer wasting time maintaining their backup and disaster recovery solutions. Datto simplified everything, without sacrificing strong technology.

Franks also described Datto's 1-year retention policy as a huge improvement from their former provider's offering. Client reporting is more tangible as well. "The reports show our clients the real reason they entrust us to monitor and manage their backups," Franks explained. With proprietary features like [Screenshot Verification](#), which proves that a backup is successful, the Datto solution delivers instant assurance to the customer that their business is protected.

Around-the-Clock Support

Another major bonus for the company? Datto's award-winning, around-the-clock support. "Typically, U.S. vendor support to Australia can be difficult, but Datto's 24x7x365 support team has been nothing short of fantastic," explained Franks. The RoundTrip service Datto offers also makes it easy to take an initial backup of a new customer's local devices and gets them to the offsite data center with ease. "Having the RoundTrip devices sent out upon request and including the self-addressed post bag to send back when complete makes the onboarding process simpler," said Franks.

By entrusting Datto with their BDR services, Franks and the team at Dynamic Business Technologies can now say that time is being better spent catering to their core value, their customers.

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 160+ 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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