

datto

SUCCESS STORY

Greenlight IT Drives Healthcare Compliance with Datto Continuity



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DATTO PRODUCTS
SAVE US ENGINEERING
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BIGGEST COST IN
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OF GREAT VALUE.”

Mike Smith
Managing Director, Solut Ltd.



About Datto

As the world's leading provider of cloud-based software and technology solutions delivered by managed service providers (MSPs), Datto believes there is no limit to what small and medium businesses can achieve with the right technology. Datto offers Unified Continuity, Networking, and Business Management solutions and has created a one-of-a-kind ecosystem of MSP partners. These partners provide Datto solutions to over one million businesses across the globe. Since its founding in 2007, Datto continues to win awards each year for its rapid growth, product excellence, superior technical support, and for fostering an outstanding workplace. With headquarters in Norwalk, Connecticut, Datto has global offices in the United Kingdom, Netherlands, Denmark, Germany, Canada, Australia, China, and Singapore. Learn more at datto.com.

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With new Department of Human Services (DHS) cloud legislation on the horizon and a broad range of existing compliance requirements including the Notifiable Data Breach (NDB) scheme, Australian healthcare providers have heaps to contend with. That's why **Greenlight ITC**, a Sydney-based managed service provider (MSP), developed expertise in this space, according to Managing Director Mike Smith.

"Whether it's a specialist's office, clinic, or a hospital, technology is essential," he said. "These organisations need practice management system software online at all times. Without it, they can't access patients' medical history, send invoices, or bill Medicare. It's critical."

To meet this demand, Greenlight ITC relies on Datto Continuity. "In many cases, a client may not even realise they have a major server outage, because we have them going [on the Datto device] within 15 minutes," said Smith."

Providing intelligence and guidance for clients is an important differentiator for the company, both from a technology standpoint as well as on the regulatory compliance side. "We are one of the first movers on DHS cloud legislation. In comparison, many providers don't even know about the legislation at this point," said Smith.

To this end, ongoing learning sessions are built into their weekly agenda. "We have a weekly assets training meeting every Friday afternoon, and technology and security vendors often come in to teach. It's very important that the engineers stay up to date," said Smith.

Ransomware Protection

Greenlight ITC has made a concerted effort to build awareness among clients about the dangers of ransomware and will continue to do so.

"Across the board, unfortunately, Australians tend to have a 'she'll be right' mentality and assume a ransomware attack won't happen to them," said Smith. "We are focusing heavily on cybersecurity education at the moment. That includes stressing the importance of a recovery solution that can restore business operations quickly following an attack."

Choosing the Right Partners

As an MSP, you need vendor partners that deliver reliable products that meet your specific needs and allow you to build margin on your services.

"Datto products save us engineering time. Labour is the biggest cost in our business, so anything that saves engineering time is of great value," said Smith. "Plus, the Datto team in Australia is very responsive—much more so than other vendors that we deal with."