

How to Manufacture a Proper BCDR Solution



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David Prince
President, Databranch, Inc.



When it comes to avoiding downtime, [Databranch, Inc.](#) is among the best of the best. The IT consulting/outsourcing provider and Datto partner has been operating out of western New York for over 30 years, delivering managed services, networking and security. David Prince, President of Databranch, is a big fan of the Datto business continuity solution. “We’ve been doing this for a long time, so we have a good idea of what does and doesn’t work. Tape backup has proven to be unreliable and can add days to the recovery process. For years, I was on a quest to find something better, and Datto has been that and more ever since we’ve partnered with them,” according to Prince.

How Datto Transformed an MSP Partner

He cites the ability to extend support to clients remotely as one of the biggest features that help his business thrive. According to Prince, Datto has helped grow his business and differentiate Databranch from other MSPs.

“Datto has been a lifesaver for us ever since we adopted the solution. It’s given me peace of mind knowing we can recover in any situation. Since we cover such a large geographical region, being able to get a client back up and running remotely has saved valuable time and money for our clients; especially when dealing with inclement weather or urgent issues,” said Prince.

Working in such a large and diverse region, Databranch serves a wide variety of verticals, including manufacturing. One of those clients is [Clarion Sintered Metals](#), a powdered-metal manufacturer located in Pennsylvania. Clarion runs a 24/7/365 operation, so downtime is not an option. Clarion’s two-man IT staff is headed up by Wes Meyer, who oversees the day-to-day IT operations. For Meyer, tape backup was simply no longer going to cut it in terms of protecting his company.

“When we were using tape, time was always a factor. Restoring data wasn’t easy. We had to find the specific tape, get it queued up in the drive, restore, etc. I asked Databranch if there was a better way, and they brought the Datto solution in. We haven’t looked back since. Now, I basically go to a webpage, find the drive, and restore it in a fraction of the time,” said Meyer.

Regardless of the solution you have in place, there will always be threats to your data. During the harsh winter that hit the northeast in 2015, things at the manufacturing company went haywire. One of the water lines burst, damaging the electrical panels and knocking out Clarion’s systems. This caused various



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Wes Meyer
IT Manager, Clarion Sintered Metals

servers to crash, bringing the business to a screeching halt. When the power was restored, two servers came back, but the server that runs the main Enterprise Resource Planning (ERP) software was still down. Clarion relies on this server for their production operations, one of the main aspects of their business.

"I immediately contacted Databranch and asked them to spin up our virtual backups until we got the other server running. We ran the servers off our Datto device for almost two weeks, which enabled us to get through without experiencing any downtime. Needless to say, that was a big win for us," according to Meyer.

Meyer is grateful that Databranch implemented Datto. I can safely say installing Datto is one of the smartest moves our company has made in the five years I've been here. It has worked great for us every time, and I have no complaints. I find it easy to use, and I think it's an amazing solution," said Meyer.

A Solution You Can Count On

At the end of the day, it always comes back to the reliability of your business continuity and disaster recovery (BCDR) solution, according to Prince. Businesses can't spend time second-guessing or worrying about their solution.

"Datto has brought peace of mind to my team and our clients because we no longer worry whether or not we will be able to help them recover quickly. We have saved our clients countless hours, and sometimes days, of downtime by implementing the Datto solution," Prince said.

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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