



SUCCESS STORY

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# When Flood Strikes, Datto Delivers a Prescription for Disaster Recovery

datto



**THE GREATEST THING ABOUT MY PARTNERSHIP WITH DATTO IS KNOWING THAT I AM OFFERING CUSTOMERS A SOLID SOLUTION. WE'VE EXPERIENCED THE TECHNOLOGY IN A DISASTER RECOVERY SCENARIO, AND WE KNOW EXACTLY WHAT IT CAN DO**

**Fred Self**

Senior Technical Consultant at AOS



### About Datto

Datto protects essential business data for tens of thousands of the world's fastest growing companies. Our Total Data Protection platform delivers uninterrupted access to data on site, in transit and in the cloud. Through Datto's network of partners, we provide companies with products and services designed to continually keep business running. Businesses rely on Datto for industry leading technology combined with unrivaled customer service. Datto is headquartered in Norwalk, Connecticut, and has offices in Rochester, Boston, Toronto, London, Singapore, and Sydney. Learn more at [www.datto.com](http://www.datto.com).

In the wake of the 2016 Louisiana flooding, thousands of homes and small businesses were affected. Amid the ten day span, a state of emergency was declared, and medical services were in high demand. During this time, [Advanced Office Systems \(AOS\)](#), a Baton Rouge-based Managed Service Provider (MSP), played an integral role in keeping a pediatric clinic running.

In August 2016, Fred Self, Senior Technical Consultant at AOS, awoke to find his front yard submerged in water. He soon learned his client's office, a local pediatric clinic that sees 100+ patients a day, was under two feet of water. All power and IT connections were out. With the expected uptick in the need for medical services due to the severe flood, his client needed access to patient data to write prescriptions and access medical records.

Self immediately was in contact his master MSP, [Collabrance LLC](#). Collabrance partners with IT vendors, like Datto, and helps IT resellers grow profitable in their managed services business. Collabrance offers MSPs the best solutions with U.S. based support and a vetted technology stack for their partner's target customers. The MSPs Collabrance works with are paired with strategic business advisors who serve as subject matter experts behind managed IT solutions to ensure success.

Prior to the flooding, Collabrance had equipped AOS with a [Datto SIRIS 3](#) to back up the physical servers in the clinic. The SIRIS 3 performs automated backups and offers the ability to spin up servers in seconds without the need for additional tools. The servers and the SIRIS 3 were elevated within the pediatric clinic, so no water had reached them. However, Self was concerned about the impact to these devices from intense humidity and elevated temperatures.

Collabrance worked with Datto's 24/7/365 support team and assured AOS that the clinic's SIRIS 3 had successfully performed recent backups before the flood. They explained to Self that, at his request, they could trigger a [virtualization within Datto's private cloud](#), securing the data. The pediatric clinic was able to operate from remote office locations for three days, with AOS, Collabrance, and Datto standing by to perform a virtualization if needed. Luckily, the servers and the SIRIS 3 remained unharmed.

For Self, the ability to provide his client peace of mind during a stressful, troubling time, was everything. "One of the things we love about Collabrance is how they handled this situation. They remained calm and helped ensure our end-user's backup plan was effective. They checked the data on the SIRIS 3 and verified it was okay. It was so simple. The greatest thing about my partnership with Datto is knowing that I am offering customers a solid solution. We've experienced the technology in a disaster recovery scenario, and we know exactly what it can do and how it can help our customers," said Self.

Partnering with Datto, Collabrance is able to offer MSPs like AOS enterprise-grade business continuity solutions that are reliable when clients need them the most.

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