

Lighthouse Networks Guides Companies Toward Business Continuity



“IT’S NOT JUST THE INSURANCE INDUSTRY, IT’S THE COMPUTER WORLD AS A WHOLE THAT NEEDS A SOLUTION LIKE DATTO. WHEN IT COMES TO HARDWARE FAILURE, IT’S NOT A QUESTION OF IF, IT’S A QUESTION OF WHEN.”

Arthur Kaye, Owner and Manager,
Lighthouse Networks



Arthur Kaye, owner and manager of **Lighthouse Networks**, has been providing IT services to small and mid-sized businesses for the past decade. Priding themselves on creating long-lasting relationships with clients, Kaye and his colleagues study the IT infrastructure of new customers and provide them with custom solutions. All clients can expect 24/7 support of their systems to guarantee them as little downtime as possible.

When a Picture Is Worth More than Words

Of the many verticals with which Lighthouse Networks partners, the insurance industry demands quite a bit in terms of IT support. In particular, Friedline & Carter is a Massachusetts-based insurance adjusting company that depends on Lighthouse Networks for their IT needs. For ten years, they have relied on Lighthouse Networks for backup and disaster recovery. As insurance adjusters, clients call Friedline & Carter to come document the scene after the occurrence of certain incidents, like a fire or water damage.

“Pictures are their tell-tale story. If they can’t take pictures and upload them, they’re out of business,” explained Kaye.

According to V.P. and co-owner of Friedline & Carter, Douglas Bridge, a single claim could require hundreds of photos. Inspection documents and any other documentation they can find from the town where the damage occurred also need to be uploaded into their database.

“We handled 3,200 insurance claims in 2015, and most claims stay open for a minimum of 2 years. Imagine where we would put all of that data. We can’t keep it here,” explained Bridge.

Due to the large amount of data flowing in and out of Friedline & Carter each day, they use a Windows 12 server and perform backups through their intranet with the help of Lighthouse Networks. But what would happen if their server failed them?



I CAN SLEEP AT NIGHT KNOWING THAT THE DATA MY CLIENTS HAVE ON SERVERS IS TRULY BACKED UP AND IN A USABLE FORMAT. WITH DATTO, IT'S NOT SEXY, IT JUST WORKS.

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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.

Saturday Server Failure

Early one Saturday morning, Kaye received a call from Bridge who explained that he had been moving the server from its current location into a new closet built for their IT equipment. After completing the move, the server failed to boot.

Kaye concluded that 4 of the 8 drive startup motors had malfunctioned. As designed, their 5 TB Datto SIRIS device had performed a backup at 1am. Minimal activity had taken place between the time of the last backup at 1am and the time of server failure at 8am. With the assistance of Datto's tech support, Kaye's team began to restore the server on a Datto SIRIS.

By 10am, Friedline & Carter was back up and running. In the week following the incident, a new server was purchased, and purchased calmly. During the runtime on the Datto SIRIS device, a corrupt registry had developed, and the running server began to malfunction. They booted the secondary backup of the primary backup. There was enough space on the Datto SIRIS where the backups were running correctly as programmed.

After Kaye's team was assured that registry corruption was no longer present, the active VMDK files were migrated to the new server without incident. After that, all was back to normal at Friedline & Carter.

The server hosted their domain, email exchange services, and home grown applications. All server features (locally and remotely) were functioning correctly during the migration process, so no productivity was lost.

Why Zero Downtime Is a Must

Kaye further explained that the circumstance in which Friedline & Carter found themselves is a common one in many industries:

"It's not just the insurance industry, it's the computer world as a whole that needs a solution like Datto. When it comes to hardware failure, it's not a question of if, it's a question of when," explained Kaye.

Kaye always keeps two extra Datto SIRIS's on hand at Lighthouse Networks. As a coastal Massachusetts-based managed service provider, nor'easters, high winds, and power outages are common. Keeping extra Datto equipment gives peace of mind to both Kaye and his clients. "I can sleep at night knowing that the data my clients have on servers is truly backed up and in a usable format. With Datto, it's not sexy, it just works."

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

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