



SUCCESS STORY

300K Files Locked by Ransomware? No Problem for PCS and Datto

datto



DATTO CONTINUES TO AMAZE ME SINCE DAY ONE IN EVERYTHING FROM THE SOLUTION TO THE PARTNER EXPERIENCE AND COMMUNICATION. WE COULDN'T BE HAPPIER TO BE A DATTO PARTNER.

David Deuerling
Chief Technology Officer



Pittsburgh Computer Solutions (PCS) is a managed services provider (MSP) that works closely with clients to ensure their businesses stay up and running, regardless of what cyber threat they may encounter.

For PCS, their backup and disaster recovery (BDR) vendor, Datto, has been a game changer according to David Deuerling, Chief Technology Officer. For starters, Datto provides PCS with greater flexibility and control over customer data. "Datto's simplicity and ease of use are incredible. We can manage all our clients under a single pane of glass and easily monitor backups. We can tell if there are any errors, and log in remotely to fix any errors if necessary," said Deuerling.

The partnership with Datto paid off especially well for PCS recently, when one of their clients, an accounting firm, had a nasty run-in with ransomware. Early one morning, the customer called PCS because they couldn't access any of their files. PCS quickly diagnosed the issue and found the root of the issue: a phishing email clicked on by two employees at the firm had let ransomware into their systems, instantly locking over 300,000 critical business files.

PCS worked with **Datto support** to restore the firm's data from the most recent backup. All in all, the restoration process was a piece of cake, according to Deuerling. "We mounted the shares and restored all the files. It was an incredibly easy process. If we had been relying on the previous BDR solution we were leveraging before Datto, we might still be recovering data today," he said. After it was all said and done, the accounting firm was back in action.

Losing business-critical files can be terrible for any business, especially for a firm that handles sensitive client data and deals with strict government deadlines on a regular basis. The Datto solution allows businesses to avoid major long-term damage from data loss, corruption or hijacking.

For PCS, Datto is superior in multiple ways. The ease of use, automation and backup frequency is incredible. Deuerling can't say enough great things about Datto's clear investment in the partnership. "I don't know any other vendor as responsive and caring as Datto. If we have a ticket, it's resolved incredibly quickly. With other vendors, the SLA can be two days or more. We don't have the luxury to wait around for that," he said.

About Datto

Datto protects business data and provides secure connectivity for tens of thousands of the world's fastest growing companies. Datto's Total Data Protection solutions deliver uninterrupted access to business data on site, in transit and in the cloud. Thousands of IT service providers globally rely on Datto's combination of pioneering technology and dedicated services to ensure businesses are always on, no matter what. Datto is headquartered in Norwalk, Connecticut and has offices in Rochester, Boston, Portland, Toronto, London, Singapore and Sydney. Learn more at www.datto.com.

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