

# Data as Safe as Houses

Outsourcing IT means SMEs can get the best advice around when it comes to Business Continuity, so they can eliminate downtime completely.



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**Karen Charlton**  
Account Manager, Complete IT



**Some businesses are just always on call. Whether it's the middle of the night, bank holiday Monday or even Christmas day, Preim Property Management has a duty to look after its customers. Downtime? That's out of the question.**

### Who are Preim

Preim is a leading residential property management company based in Peterborough, Cambridgeshire. Their team of experts successfully manage 12,000 homes on 160 estates across England and Wales – from just a few homes, to garden villages with large communities and facilities. In five years, Preim has grown significantly, and now has 23 internal staff. In addition, there's an extensive network of contractors whom Preim utilise to do everything from maintaining public open spaces to repairing roads. In addition, Preim are also responsible for handling service charge and supplier payments. Hundreds of thousands of pounds pass through Preim every day as the cash of landlords, tenants, and developers exchange hands.

### Sensitive Material

Preim's data estate – all 120GB of it – includes details about the properties under management, the owners and the status of their account. All information is tied into a works management system that also handles invoices. If an outage occurred, payments would halt and maintenance work would cease.

Preim had appropriate backup systems in place. However, when the TalkTalk hacking of 2015 hit the news, it prompted a complete review. According to the BBC, nearly 157,000 of Talk Talk's customers' personal details were accessed, at a cost of up to £35m. A disaster like that would be devastating to Preim and their customers.

Like many companies, Preim has little internal IT support because there just isn't the need on a day-to-day basis. "We outsource everything," said Neil Oakey, Director and Joint Owner, "So we looked immediately to our Managed Service Provider, Complete IT, for advice. We rely on their recommendations."



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**Neil Oakey**  
Director, Preim



### Outsourced IT

Working with a Managed Service Provider (MSP) allowed Preim to maintain focus on their top priority—their customers. It also guarantees that they have access to experienced and certified “staff” who are up to date with the newest technologies and solutions, and a team of fully trained technicians at their disposal. It may be time consuming and difficult for a small or medium-size business owner to focus the time and energy to maintain these standards.

Preim had been working with Complete IT, a Peterborough-based MSP, who were keen to suggest Datto.

“We looked at their situation,” said account manager Karen Charlton, “And knew that this was the right solution.”

Datto utilises Hybrid Cloud technology, where on-prem servers are protected on Datto appliances and mirrored automatically to the Datto Cloud, improving fault tolerance while reducing the reliance on bandwidth speed.

The hybrid cloud backup process provides a great deal of data security by generating a backup locally, and then replicating the backup off-site. With local hardware, all data is in-house, protected by pre-existing firewalls, security protocols, and the encryption inherent to the backup device. Furthermore, by sending encrypted data to dedicated data centres, users are ensured that there are redundant copies of the data secured off-site in the event of a disaster. It was an obvious decision!

### Painless Migration

To minimise disruption, “the transition happened over the weekend,” said Neil. When they came back to work on the Monday, it was all set up - the other benefit of working with an MSP. For Preim, a feature that they particularly came to appreciate was the Screenshot Verification. This allows the user to verify that restores are working as they should. Following a backup, the system automatically boots virtual machines from the backup and takes a screenshot of the OS login screen. This is then sent through to Preim, just for extra peace of mind. “The email gives us reassurance,” said Neil.

After the install, Complete IT worked with Datto to perform a full Disaster Recovery (DR) test—something Datto always recommends. Being familiar with your recovery protocol, personal responsibilities, and expected length

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of downtime can be very beneficial. It was a success; Preim was able to recover all their data from 6 servers in just 6 hours.

"It works, it gives us freedom to do our jobs without worrying," said Oakey, "that's all I want from my IT."

You don't need an extensive in-house team in order to implement a Datto solution, and nor will it cost the earth. As Preim found out, all you need is a dedicated MSP. If you're worried about business continuity and disaster recovery in your business, contact [emeapartners@datto.com](mailto:emeapartners@datto.com) today and we'll put you in touch with a Partner in your area!

### About Datto

At Datto, our mission is to empower the world's small and medium-sized businesses with the best in enterprise-level technology. We do it by equipping our unique community of Managed Service Provider partners with the right products, tools and knowledge to allow each and every customer to succeed. It's an approach that's made us the world's leading provider of MSP delivered IT solutions. Datto is headquartered in Norwalk, CT, with offices worldwide.

### About Complete I.T.

Complete I.T. (CIT) are a Managed Service Provider (MSP) based in Buckinghamshire, with 5 other offices in the UK. They have a wide range of clients, from 2 users to 250, spanning across all industries.

[www.complete-it.co.uk](http://www.complete-it.co.uk)

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