Tax Time Means No Downtime

Rational Business Solutions is a managed IT services provider based in Richmond Hill, Ontario for more than 15 years. Rational has built its business on delivering cost-effective, reliable, secure IT infrastructure needs to a variety of small to medium-sized businesses.

David and his team at Rational had been using Datto backup, disaster recovery and business continuity solutions for about one year before one of their client's, a Montreal-based accounting firm, experienced a hardware disaster. And it couldn't have happened at a worse time, it was tax season.

> **"Having a Datto SIRIS in place afforded my client the ability to continue 'business as usual' during one of their busiest times."**

David Rashkovan, CEO
Rational Business Solutions

As David explains, "Their server died, the motherboard fried, we were just about to upgrade their 3 ½ year old server but we were waiting till after tax season was over. Prior to upgrading is when their server died." It was imperative for Rational to act quickly. In the finance world time is literally money. Not to mention the possible regulation violations should proprietary data be lost. Luckily a Datto SIRIS was put in place six months prior.

The goals were to make sure the data was secure and keep the firm operational, so Rational could then solve the hardware disaster. Since

Industry

Finance

Challenge
When your client is an accounting firm in the middle of tax season, having a server crash could result in downtime that could cost them thousands of dollars in wasted opportunity and regulation violations should there be data loss.

Solution
An image-based backup solution based on a hybrid-cloud model that delivers secure backup, full system restore and business continuity. Rational had put in place a Datto SIRIS only six months prior.

Outcome
Since the crash happened overnight just after taking the most recent backup, Rational Business Solutions was able to get the accounting firm up and running with zero data loss and minimal downtime.

the Datto SIRIS was set up to take incremental backups every hour, the accounting firm experienced zero data loss. Regular screenshot backup verification confirmed for Rational that the backups were being taken and that they were legit.

Next, David was able to connect all 40 machines to the Datto SIRIS and had the whole company up and running, in the secure Datto Cloud, in about 45 minutes.

While waiting for the new server to come in, the Rational technicians determined that the damage was not repairable, so a Bare Metal Restore was preformed to an older server until the new one was ordered.

"When my client experienced server failure, having a Datto SIRIS in place afforded my client the ability to continue "business as usual" during one of their busiest times, with minimal downtime. That is what I call true business continuity."

A potential major financial disaster for this accounting firm was averted, because they and their IT services provider Rational had taken the necessary steps to mitigate the risk. All with a Datto SIRIS.

About Datto

Datto Inc. is an award-winning vendor of backup, disaster recovery (BDR) and Intelligent Business Continuity (IBC) solutions, providing best-in-class technology and support to its 8,000+ channel Partners worldwide. Datto is the only hybrid-cloud BDR/IBC vendor that provides instant on and off-site virtualization and screenshot backup verification, achieved through its Inverse Chain Technology™. The Datto product line addresses the specific needs of small to medium-sized businesses (SMBs) and serves a wide range of vertical markets including: healthcare, financial, education, banking, legal, manufacturing, retail, and municipal.

David Rashkovan

Company Name
Rational Business Solutions

Industries Served
Legal, Real Estate, Medical, Accounting, Financial, and Manufacturing

Headquarters
Richmond Hill, Ontario

Number of Clients
50+
1800 Desktops
150 Servers

Website
www.rationalsolutions.com

Intelligent Business Continuity

Datto Inc.
101 Merritt 7
Norwalk, CT 06851
www.dattobackup.com

partners@dattobackup.com
USA: 888.294.6312
Canada: 877.811.0577
EMEA: +44 (0) 118 402 9606

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