datto

Reading Buses Keep on Rolling With Datto

A true story about how Reading Buses rapidly recovered from a Ransomware attack with the help of Complete I.T & Datto.

datto

"

OUR CUSTOMERS AREN'T AFFECTED, WE DON'T LOSE REVENUE, AND OUR REPUTATION IS SAFE.

Mark Price
Reading Buses, IT Manager

Readingbuses

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. As a result, CIT are aware that businesses of all shapes and sizes can be hurt by downtime—and make it a prerogative to keep their clients running.

One of those businesses is Reading Buses, which provides a 24/7 service for the inhabitants, workers and visitors of one of the UK's largest towns. With over 150 buses and over 400 drivers to co-ordinate, the control team face a complicated 'jigsaw' of routes and rotas which they need to put together. Staff use sophisticated industry-specific software to plan who drives where and when.

Plus, every single mile of operation needs to be accounted for and reported to the Traffic Commissioner for auditing. Any errors can result in fines, or worse. With Datto, there's no risk of a file disappearing due to accidental deletion.

Reading Buses works as proactively as they can, so rotas are created well in advance. Nevertheless, even a few hours of downtime would cause a knock-on effect which would seriously cost them, and affect the SLAs they have with their partners.

One consistent bump in the road has been Ransomware. Although Reading Buses has antivirus, the hackers are often ahead of the game and know how to work their way through. And Reading Buses can't disregard emails from unknown senders as they receive many enquiries from their customers and suppliers.

Therefore, CIT proposed Datto, which uses Hybrid Cloud Technology. This duplicates Reading Buses' data to both the Datto Cloud and an on-site device every fifteen minutes. Plus, Datto only backs up what's changed (a technology called 'Inverse Chain') so there's no strain on their connection.

Datto proved its worth last year when a Ransomware strain called 'Locky' threatened to put the brakes on operations. Arriving as an email attachment, Locky quickly encrypted not only the user's machine, but also all shared locations that the user had access to. With Datto, it was easy for CIT to locate the infected files, delete them, and restore the files from the backup without affecting Reading Buses.

datto

Initially, only their critical systems—which included scheduling applications - were backed up by Datto, but Mark saw the benefit of a consolidated system. "We wanted to upgrade and bring all of our backup technologies into one." Reading Buses upgraded their device to a Datto SIRIS 3 6000 — which offers 6TB of storage. Now, all aspects of the business, such as vehicle maintenance and Payroll, are safe.

And a Disaster Recovery Plan isn't a plan until it's been tested and proven. That's why Complete I.T. and Reading Buses run a full DR Test every six months.

"

DATTO RESTORES SYSTEMS AND DATA VERY QUICKLY AND ALSO ERADICATES THE NEED FOR ANY RUNNING AROUND RETRIEVING BACKUP TAPES, TOO.

Mark Price
Reading Buses, IT Manager

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

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.

Corporate Headquarters
Datto, Inc.
101 Merritt 7
Norwalk, CT 06851
United States
partners@datto.com
www.datto.com
888.294.6312

Global Offices
USA: 888.294.6312
Canada: 877.811.0577
EMEA: +44 (0) 118 402 9606
Australia: +61 (02) 9696 8190
Singapore: +65-31586291