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SUCCESS STORY

Midwest MSP Addresses Compliance With Datto SaaS Protection



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Jared Sangeorzan
Director, Systems Management



GadellNet Consulting Services, a St. Louis based managed service provider (MSP) uses Datto SaaS Protection to protect their clients' Microsoft 365 data. They have clients in a wide variety of verticals, including construction, manufacturing, education, accounting, financial services, legal, and more.

"A lot of our clients have significant compliance requirements and [Microsoft's] 90-day retention isn't enough. So, that's a big driver," said Jared Sangeorzan, Director of Systems at GadellNet. "Sharepoint is a big piece of it as well. Users are still learning, making mistakes and deleting things they shouldn't. Teams redundancy is becoming more critical, too."

GadellNet has partnered with Datto for business continuity and disaster recovery (BCDR) since 2016, making SaaS Protection a natural choice as their clients shifted to Microsoft 365 cloud-based productivity applications. "We evaluated a number of solutions, all of which had similar capabilities," said Sangeorzan. "Ultimately, it came down to the company. We already had a great relationship with Datto, so it just made sense."

Like many MSPs, ease of use is important to GadellNet, and choosing tools that drive efficiency is a priority for the company. According to Sangeorzan, SaaS Protection delivers the kind of straightforward user experience they look for. When GadellNet onboards a new client, setup is fast regardless of the number of users. They're also able to train people on the product in an hour or less, he said.

Bundling SaaS Protection

Bundling SaaS Protection with Microsoft 365 has become a popular approach for many MSPs. It's gained steam for two reasons. First, it simplifies billing. Clients pay a single monthly fee for Microsoft 365 services, including backup. Second, it makes SaaS backup non-negotiable. Bundling effectively tells clients that it is essential to protect SaaS data against user error, ransomware, and other threats. Going without backup is simply not an option.

"We treat it the same way we pair a SIRIS with a server. It's just quoted automatically," said Sangeorzan. "We've also been selling it retroactively in quarterly business reviews (QBRs) with clients that don't have it. We typically discuss cybersecurity threats to kick off that conversation."

Finally, Sangeorzan said that [per-licence pricing and volume-based discounts](#) (introduced in July 2020) allowed them to go after bigger clients, build margin and grow their business. To learn more about Datto SaaS Protection and how it fits into your managed services portfolio, [schedule a demo](#).

About Datto

As the world's leading provider of cloud-based software and security solutions purpose-built for delivery by managed service providers (MSPs), Datto believes there is no limit to what small and medium businesses (SMBs) can achieve with the right technology. Datto's proven Unified Continuity, Networking, and Business Management solutions drive cyber resilience, efficiency, and growth for MSPs. Delivered via an integrated platform, Datto's solutions help its global ecosystem of MSP partners serve over one million businesses around the world. From proactive dynamic detection and prevention to fast, flexible recovery from cyber incidents, Datto's solutions defend against costly downtime and data loss in servers, virtual machines, cloud applications, or anywhere data resides. Since its founding in 2007, Datto has won numerous awards for its product excellence, superior technical support, rapid growth, and for fostering an outstanding workplace. With headquarters in Norwalk, Connecticut, Datto has global offices in Australia, Canada, China, Denmark, Germany, Israel, the Netherlands, Singapore, and the United Kingdom.

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