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How Solut Ltd. and Datto Kept this Small Town Running

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Solut Ltd. is a comprehensive IT management and consulting firm located in Edmonton, Alberta, providing creative IT solutions to meet the needs of their clients throughout the Edmonton and Calgary area. With the mission to make technology uncomplicated, they take a uniquely human approach to providing managed services for their clients to solve their everyday problems.

In business since 2001, Solut has grown to over 50 knowledgeable, passionate, and motivated employees working toward one common goal: seeking effective IT solutions. They strategically partner with leading vendors, like Datto Inc., to deliver best in class business continuity and disaster recovery services to their clients.

Glen Dobranski is the Director of Sales & Marketing at Solut, now servicing over 150 clients in construction, manufacturing, government, non-profit, and municipal verticals. Their focus is local small-to-mid-sized businesses where long term relationships built on trust can develop.

"The relationships we build with our clients are very strong. We choose to work with all clients on month to month contracts, never long term contracts. This speaks volumes to us delivering on a promise and our clients choosing to stay with us. Not because they have to, but because they want to," said Dobranski.

One client in particular, the Town of Mundare, was extremely lucky that Solut had their back. Solut had been servicing this town in Alberta for over six years as their fully outsourced IT department. Before implementing Datto, Solut was utilizing external USB drives to back up the town's data - a strategy they identified many pain points with. Thankfully, Solut runs a proactive technology audit every few years to reevaluate whether or not technology is meeting their clients' needs.

"Our current backup solution was not meeting our needs. It required a lot of time and resources to implement and manage, and it lacked a fast and reliable restore capability. When we found Datto, it seemed like the best choice to keep our clients up and running at all times. We've now standardized on Datto for all new clients," said Dobranski.

The Datto SIRIS solution was the right fit for the Town of Mundare because of the ease and speed of data recovery. The town has specific operational needs that require connectivity and access to data at all times.

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IF THE TOWN DIDN'T HAVE DATTO IN PLACE, THE TOWN OFFICE WOULD HAVE BEEN SHUT DOWN.

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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.

Sure enough, a few months after installing the Datto device, the town's brand new server suffered an unexpected hardware failure, causing an outage that resulted in the financial system going down. In order to get it back online as soon as possible, Solut leveraged their Datto device to virtually restore the town's network to a functional condition. Due to their remote location, the town's server was down for five days until the replacement hardware arrived. During this time, the entire environment was running virtualized on the Datto appliance.

"If the town didn't have Datto in place, the town office would have been shut down" said Dobranski.

With proactive alerting functionality provided by Datto, Solut was able to catch the server failure before the town employees even arrived in the office that morning. The Solut team was able to identify the problem and virtualize their environment within one hour's time.

Without Solut's swift response and Datto's technology, the Town of Mundare would have suffered a major impact. On top of daily functionality within the town itself, Mundare was also in the middle of implementing a new financial system, which required access to their software and data.

"Our client was very surprised to be back up and running so fast. They had a 'wow, this is the 21st century' kind of moment, which felt great that we were able to provide that. Our clients definitely saw the value of this seamless solution, right before their eyes," said Dobranski.

Since the incident, Solut continues to educate their clients on the need for a backup and disaster recovery solution that provides the uptime that is required in today's society. Trust being the key component to this success story - clients who trust their IT providers and IT providers who trust their vendors - to keep our towns and daily routines up and running at all times.