



SUCCESS STORY

When Fire Strikes, Manufacturer Avoids Downtime with Anchor Point and Datto

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JUST FIVE HOURS AFTER BEING NOTIFIED OF THE FIRE, ANCHOR POINT WAS ABLE TO LEVERAGE DATTO'S BUSINESS CONTINUITY SOLUTIONS TO GET THEIR CUSTOMER BACK TO BUSINESS.

Paul McLean
CEO at Anchor Point



California-based managed service provider (MSP), [Anchor Point IT Solutions](#), protects data for small to mid-sized businesses in the healthcare, financial, and manufacturing sectors. Their technology stack is built around Datto's backup and disaster recovery (BDR) solutions, and all customers are required to have a Datto appliance in place. Anchor Point's proactive approach to BDR has proven to be a very successful strategy for the MSP, particularly in one recent and potentially disastrous incident.

Their manufacturing customer has offices in a corporate park. One night, an electrical fire struck a neighboring warehouse and quickly spread to their office. The fire department was unable to enter the building, soaking it with water from the exterior to subdue the flames.

When the fire subsided, the owner of the manufacturing company entered to find their computers and servers sitting in four inches of water. He quickly called Paul McLean, CEO at Anchor Point the following morning who quickly began executing their business continuity plan.

Prior to the incident, Anchor Point had set up a [Datto SIRIS solution](#) to protect the client's data should a disaster occur. The device performs backups every thirty minutes and offers the ability to virtualize servers to a cloud environment in seconds. Data is backed up to Datto's 250+ PB private cloud to ensure quick recovery times. Anchor Point accessed the servers living in Datto's cloud and began to virtualize the servers. There were two virtual servers with one TB of data shared between them.

With much of their manufacturing done overseas, the manufacturer's California office served as the data hub to their main filing system and work orders. With those offices destroyed by the fire, Anchor Point offered them a conference room out of which to work in the meantime. From Anchor Point's office, the manufacturing firm was able to access their data via virtual private network connections. Anchor Point provided them with loaner workstations and implemented a VoIP phone solution and forwarded their main line to it. The manufacturer was all set up and back to work by noon that very same day.

Just five hours after being notified of the fire, Anchor Point was able to leverage Datto's business continuity solutions to get their customer back to business. Without a backup and disaster recovery solution in place, the manufacturer would have lost much more than their office space. For today's businesses, the ability to access data anywhere, at any time, is crucial to ongoing success.

About Datto

Datto protects essential business data for tens of thousands of the world's fastest growing companies. Our Total Data Protection platform delivers uninterrupted access to data on site, in transit and in the cloud. Through Datto's network of partners, we provide companies with products and services designed to continually keep business running. Businesses rely on Datto for industry leading technology combined with unrivaled customer service. Datto is headquartered in Norwalk, Connecticut, and has offices in Rochester, Boston, Toronto, London, Singapore, and Sydney. Learn more at www.datto.com.

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