



SUCCESS STORY

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# Opal Helps Customers Shine Thanks to Datto

**datto**



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**Jim Martin**  
Manager of Network Services



Opal Business Solutions prides themselves in protecting data and easing their clients' minds. They provide a variety of services to their clients, including managed IT services, cloud hosting, and custom software.

About three years ago, Opal partnered with Datto after a couple of unfortunate situations with their previous backup and disaster recovery (BDR) solution. According to Jim Martin, Manager of Network Services at Opal, a more robust solution was critical, and they switched to Datto.

The switch paid off for Opal and one of their clients, SP Flooring & Design Center. One Friday evening, SP Flooring & Design's Office Manager, Bonnie Sippel, received a frantic call. "When the phone rang to let me know ransomware encrypted and locked our files, panic quickly set in. We had backups in place, but we weren't sure how much information was at risk. Luckily, the affected data was minimal," said Sippel. "Despite the potentially catastrophic scenario for our company, I knew we were in good hands with Opal. They have our best interests in mind at all times, and they are always quick to address any issues," she added.

According to Martin, his analysis revealed that a service account set up by an outside vendor was compromised by the ransomware attack and the account was used to access the server. Martin quickly isolated the ransomware infection and determined the extent of the damage. "The virus hadn't spread past the server shares because the breached account didn't have administrative rights. We disabled the account, shut off the remote access, and restored the server to a backup within 15 minutes of the infection. We spent under an hour recovering the data, a task that would have taken considerably longer without Datto," said Martin.

Martin considers Datto a superior BDR solution for many reasons, but he boils it down to three key differentiators. First and foremost for Martin is [Screenshot Verification](#), a Datto technology that provides MSPs with reports of backups including screenshot proof of success. Next for Martin is the ease-of-management. "With our previous BDR solution, we would spend 10-20 hours a month managing backup failures. With Datto, we spend an hour or two at most. Last but not least is Datto Technical support. If we have an issue, we can get a knowledgeable tech support representative instantly. No matter when, Datto has been there to help me," said Martin.

"Without Opal and Datto, the amount of data loss and downtime in cases like this would be crippling. We feel more reassured that we are protected thanks to Opal and Datto," Sippel added.

### 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](http://www.datto.com).

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