



SUCCESS STORY

Verteks Avoids Downtime and Protects Client's Data with Datto

datto



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Don Gulling
Founder and CEO



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.

Don Gulling is the founder and CEO of [Verteks Consulting](#), an IT service provider protecting clients across Florida since 1996. Thanks to Gulling's guidance, the company has experienced steady growth and protected more and more data through the years.

In their 20+ years in business, Gulling and Verteks have worked with various backup and disaster recovery (BDR) solutions, some more robust than others. However, when they came across Datto, Verteks knew they had found the perfect solution. "We had solutions where we did everything we possibly could have, and no matter what, there was always an issue. External hard drives, tape drives—we've tried it all, and they blew up in our face," said Gulling.

Once Verteks started working with Datto, they realized it was a great combination of all the features and assets they were looking for in a BDR solution. "The ease of use is critical for us, and it runs exactly like it's supposed to. The dashboard is one of my favorite things. You can go in and know everything you need to know whether you have a strong technical background or not," said Gulling. On top of that, Datto is always looking for new angles and innovate ways to improve their solutions. Whether it's ransomware detection, Rapidfire tools BDR assessment, or Datto's core technologies, they're always improving. Datto also has some great customizable marketing materials and sales literature that help us find new customers," Gulling added.

Datto proved to be a perfect solution for one of Verteks' clients, Marion County Property Appraiser (MCPA). MCPA is responsible for placing an equitable value on all real and tangible personal property in Marion County. Like Verteks, MCPA had worked with various BDR solutions through the years that didn't live up to expectations. "With their previous solution, it could take hours to recover their data. Now, when they need a file, they can recover instantly" said Gulling.

According to Sherry Sherouse, Senior Programmer and Application Specialist at MCPA, Verteks has been an incredible partner and asset for them. "They're always quick to respond and resolve any IT issues." Verteks has helped MCPA improve its BDR processes with the Datto solution, according to Lee C. Herbst, Chief Information Officer at MCPA. "The Datto solution is much more reliable than anything we have had prior. We have used various tape backup solutions as well as manually backing files up to the cloud," said Herbst.

Datto was recently put to the test and passed with flying colors, according to MCPA. "Recently, somebody deleted a file that I only use occasionally for customer reports. It turned out they had deleted it a couple of months earlier, and nobody realized. I quickly found the correct backup on the Datto and restored the file. It saved me from having to re-create the whole thing. With our old system, it would have taken hours," Sherouse said.

With help from Verteks, Marion County has replaced aging systems with new technologies that help the agency better serve its customers. Although technology continues to change rapidly, one thing remains constant—a strong relationship with a technology partner that helps the agency stay up to date.

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