

Waste Management Company Gets a Clean Slate With Datto

Waste Management is an essential service, so downtime would cause problems for their hundreds of customers.



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Over 31 million tonnes of waste and recycling are produced in the United Kingdom every year. As startling as that number is, take a moment to consider the organisations that make that waste disappear. Wastecycle is one of the UK's largest companies, serving primarily the Nottingham and Leicester areas—a region said to be home to over 30,000 businesses.

Wastecycle delivers and collects over 300 skips a day. They also handle thousands of 'bin lifts' daily—the life blood of the waste disposal industry. Most businesses have an industrial bin, which needs to be removed in a timely and prompt manner. For example, hospitals, restaurants and schools all need waste taken away regularly because they are subject to strict health and safety and environmental laws. Food left on site can attract vermin; deter customers; even result in the spread of disease.

Wastecycle serves all these businesses and more to the highest possible standards. They have circa 300 staff, of which 100 are office-based. These staff manage operations, sales, accounts, transport and most importantly, customer service. It's a highly competitive industry and therefore Wastecycle can't afford downtime.

Refuse Costly Downtime

At first, Wastecycle's IT Manager, Sardev Singh, wanted to solve the usual frustrations - corrupted excel files, overly zealous email deletions, or to evade a weird virus. Then a Business Intelligence assessment revealed that downtime would cost them approximately £4,500 an hour. As a result, Wastecycle began to tender for a true Business Continuity provider. Like many small-to-medium businesses, Wastecycle chose to reach out to a Managed Service Provider to outsource this aspect of their IT requirements. Partnering with an MSP allows SMEs to better leverage their resources, and spend more time doing business, rather than keeping the business running.

PKF Cooper Parry IT Solutions, based in Castle Donnington, was one of the MSPs considered. PKF knew that Datto was the right solution; as a Datto partner for 4 years, with Datto devices already protecting 42 businesses. Of their 40-plus staff, 4 have taken Datto Certified Advanced Training, and are therefore capable of handling even the most complicated disasters. However, Wastecycle chose to go with a more well-known solution based on server to server "copying" technology, from another MSP we'll call 'Partner X'.

It became obvious that solution wouldn't meet Wastecycle's requirements. It was slow, unreliable and frustrating. The technology and architecture demonstrated to Wastecycle by Partner X did not work in practice. The server copies did not restore



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Sardev Singh
WasteCycle, IT Manager



Wastecycle[®]

correctly and often failed to backup. The solution was not one that Wastecycle could rely upon to meet their backup and Business Continuity requirements. Using this technology Wastecycle would have to face a long wait before their systems were functioning again. "I know how long it takes to rebuild a server," said Singh, "We'd be down for days."

After just four months, the solution wasn't fulfilling Wastecycle's requirements – so they went back to PKF Cooper Parry IT Solutions and signed up for Datto. Almost immediately, PKF Cooper Parry IT Solutions had the device up and running. 2TB of data was backed up to the Cloud in just a few hours. Going forward, Wastecycle would only need to take incremental backups (of data which was new or had been changed) so back ups could be taken as often as every fifteen minutes. Wastecycle were able to breathe a sigh of relief.

Future-Proof

As they'd already come face-to-face with a data disaster, Wastecycle wanted assurance from their DR solution. Luckily, Datto products are well-suited to running full-scale DR tests. With the assistance of PKF Cooper Parry IT Solutions, Wastecycle are able to test their response to a disaster in full, from 'server failure' to the point where they were back up and running again. Tests like these are invaluable and the documentation produced will enable Wastecycle to recover more efficiently if disaster ever struck. Wastecycle and PKF Cooper Parry IT Solutions can then set realistic recovery objectives to minimise cost to the business, and the Datto-trained Tech Supports can use their logs to improve the process.

Wastecycle's IT Manager, Sardev Singh, was pleased with the results. "It was a positive experience," he said, "and part of the beauty of Datto is in the file recovery— it takes minutes, not hours or days."



About PKF Cooper Parry

Having been a firm of accountants and business advisors for over 150 years it was very early on that advising clients about technology became to form part of PKF's DNA. IT was over 25 year ago that they started working with businesses helping them implement finance systems and through doing such a great job it wasn't long before their clients asked them for more.
www.pkfcooperparryit.com

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.

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