

Fleet Migration with Datto



THE MIGRATION IS ONLY SUCCESSFUL WHEN YOU AND YOUR CUSTOMERS ARE HAPPY.

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.

1. EDUCATION & RESOURCES

Education. To fully leverage Datto solutions we encourage your techs to participate in Datto Academy online training. For migrations exceeding ten devices, it's important to receive Technical Specialist I and Technical Specialist II certifications.

Resources. You will be equipped with a dedicated team of Datto experts to help you get the most out of your partnership with Datto. The Datto Partner Portal and Knowledgebase will also serve as two major points of reference for your business. These resources are home to set-up guides, product details and user guides, marketing and sales materials, best practices, and answers to all things Datto.

2. IMPLEMENTATION

Onboarding Process. The Datto team will walk you through everything Datto to ensure you're comfortable with our processes, from technical support, managing devices, to billing. This includes:

White Glove Configuration Service. The best way to ensure a seamless and fast migration is to work one-on-one with a trained Datto Sales Engineer. After you install your device, A Datto Sales Engineer will walk you through your first implementation with our White Glove Configuration Service.

Resource Portal. You will be given a tour of the Datto's Partner Portal which will serve as a full service one-stop shop for your administration staff, sales personnel, marketing team and technical staff. You'll also be shown where to find the Datto's Knowledgebase and how to use it.

Sales 101 Training: Selling Intelligent Business Continuity. Your Datto team presents a sales training once a month to get you started with messaging Datto to your clients. We teach you how to sell the benefits of business continuity and Total Data Protection. To register go to go.datto.net/Sales101.

Business Development Review. Your dedicated sales executive will help map out the road to achieving increased MRR for your business through Datto technology. Datto sales executives are not only well versed in Datto's products, but can also offer assistance in setting up webinars, training new employees, offer feedback on marketing materials and assist in lead generation activities. They will help you develop a business plan that ensures your business achieves profitable and sustained growth.

3. CHECK-IN

The migration is only successful when you and your customers are happy. The Datto team will perform a check-in with you to ensure that everything is running smoothly and the migration is complete.

4. CONTINUED DEVELOPMENT

Datto is committed to your success, your Datto team can help you in a myriad of ways throughout the partnership. Some methods include: training seminars in the Datto Academy, webinars hosted by Datto's marketing team, and personalized end user webinars you and your Datto team can create together to teach prospects or clients more about Datto. Our Partner Program outlines all the benefits you receive as a Datto Partner. If you need something, just ask!

For details on migrating from specific BDR vendors, ask your Datto sales executive or email partners@datto.com.