



SUCCESS STORY

Avoiding Downtime in the Canadian Arctic

datto



DATTO HAS BEEN MUCH MORE USER FRIENDLY THAN OTHER SOLUTIONS IN THE PAST. WE CAN CONFIDENTLY DEPLOY AND MANAGE THE APPLIANCE KNOWING THAT IF WE RUN INTO ANY ISSUES, DATTO CAN HELP US 24/7,"

Paul Brunet
Owner at GWNTC



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.

Protecting your clients' data can be a challenging task with threats like ransomware, hardware issues, user errors, and more. Add subzero temperatures and unforgiving weather to the mix, and you're taking the threat to a whole new level.

This is the harsh reality for [Great White North Technology Consulting Inc.](#), a managed service provider (MSP) located in Timmins, Ontario.

According to Paul Brunet, one of the owners at GWNTC, they have recently expanded to support clients in the Nunavut territory which is located in the Canadian Arctic. The elements in this region are very treacherous with frigid temperatures, blizzards, and poor Internet connectivity, amongst other challenges.

GWNTC has had success in this region because they understand the specific challenges their customers are facing. "Thanks to Datto, we have a solution that is robust in this environment which requires minimal on-site visits. We can essentially set it and forget it without having to constantly babysit the appliance," he said.

One of their customers is a shipping management company in Rankin Inlet that manages cargo shipments for nearby airline companies. Their backup requirements include protecting enterprise resource planning (ERP) systems and day-to-day data for shipments. Before the client was using Datto, they were relying on an older version of Veeam, which was only backed up once a day. With Datto, they are now backing up hourly.

"The clients in this region are very remote. It can take us a full day of travel to get there, which isn't feasible in a recovery scenario. From a distance, [Datto's Instant Virtualization technology](#) allows us to virtualize a restore locally on the appliance without requiring any travel costs and additional downtime," said Brunet.

With the Datto solution, GWNTC and Brunet can rest easier knowing their clients are prepared no matter what hits them. "We get alerts if there are any issues with the device or if the backups fail. We don't have to spend time manually checking the backups over slow Internet connections, as we get notified automatically when issues arise."

These clients are exposed to threats unique to their harsh and frigid environment. Extended power outages caused by blizzards and high winds are all too common. "With blizzards lasting as long as seven days, it can be disastrous if you aren't prepared," said Brunet. "It's important we prepare our clients and ensure they can withstand these threats," Brunet added.

Corporate Headquarters

Datto, Inc.
101 Merritt 7
Norwalk, CT 06851
United States
partners@datto.com
www.datto.com
888.294.6312

Global Offices

USA: 888.294.6312
Canada: 877.811.0577
EMEA: +44 (0) 118 402 9606
Australia: +61 (02) 9696 8190
Singapore: +65-31586291

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