



SUCCESS STORY

IMP Solutions Finds Success Moving from VAR to Managed Services with Datto

datto



I RECOMMEND A TRUE BUSINESS CONTINUITY SOLUTION, LIKE DATTO. IT'S COST EFFECTIVE FOR ANY BUSINESS, AND MOST IMPORTANTLY, IT KEEPS BUSINESSES OPERATING DURING THE WORST EVENTS."

Jeremy Agnew
Network Operations Manager



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.

When Atlantic Canadian value-added reseller [IMP Solutions](#) decided to build their own MSP practice, they needed clear guidance for their new service. IMP hired Jeremy Agnew as a Network Operations Center Manager, trusting his ability to launch the program and provide comprehensive managed IT solutions in the local small to midsized business market.

One year into his role, IMP Solutions' MSP practice had grown to provide Atlantic Canadian businesses with reliable cost-effective and efficient IT support. However, Agnew still needed to find a trustworthy backup and disaster recovery (DR) vendor to deliver rapid recovery times for complete business continuity. Through an MSP networking event, Agnew was introduced to Datto, beginning a business continuity partnership that continues to protect their clients' operations and revenue stream.

Higher Performance: One Atlantic Canadian HVAC business long relied upon a competitor's disaster recovery product which sluggishly restored them after outages. When they reached out to IMP Solutions after a three month search for an alternative, Jeremy Agnew's team determined the client's infrastructure could not support the installed solution's redundancy, so instead offered a [Datto SIRIS](#) backup and disaster recovery solution as a cost-effective option. IMP Solutions ran a successful offsite DR test with some of the HVAC business' staff and its flawless performance sparked instant confidence in the Datto solution. Within a month, the SIRIS was ordered, installed, retested, and running to the client's full satisfaction.

High Speed Recovery Times: An automotive industry client storing their data with a third party data center faced a nightmare when a significant part of the SAN storage failed during one of their busiest times of the year. Though full recovery happened within 48 hours, the disruption still hurt sales and productivity. To avoid costly future downtime, IMP recommended the company use a SIRIS device from Datto. In a few months when another failure occurred, business continued uninterrupted as the critical servers were already virtualized on the SIRIS. According to Agnew, "No one at the automotive company even knew it happened."

Reliable Business Continuity: An educational institution using a third-party data center had a different experience when server failure occurred. Though their recovery process was slow, taking over two weeks long to achieve full physical recovery, the Datto business continuity product that IMP Solutions had already put in place saved them from crippling financial losses. Their implementation of [Datto ALTO](#), a solution using image-based backup and a hybrid cloud model, allowed full, uninterrupted operation during the recovery.

As Agnew explains it, "Businesses tend to think about backup in a traditional sense. They believe if they have a backup product, they're protected. However, if a server goes down, the reality is that it could be down for a couple of weeks. So when they make the decision to invest, I recommend a true business continuity solution, like Datto. It's cost effective for any business and, most importantly, gets the job done."

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

©2016 Datto, Inc. All rights reserved.