

UTEC Solves Remote/ Hybrid Work Security Concerns with Datto Secure Edge



Datto Secure Edge allows remote employees to set up an in-home wireless access point so that they can broadcast and connect to their organization's network.

UTEC, based in Ann Arbor, MI, started as a provider of office supplies (copiers) and IT services for small and larger companies. UTEC quickly evolved to include IT services (security to managed services equipment) but serves clients, primarily school districts, with approximately 200 endpoints and 1-300+ users. We sat down with Tim Marusca, NOC Lead, to discuss how Datto Secure Edge helped UTEC provide a simple, secure connectivity solution to the growing number of clients with employees working outside the protection of their corporate network but still requiring connectivity to mission critical applications and content from their home office or other public locations.



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Tim Marusca,
Lead Network Administrator, UTEC

The move to remote work created an opportunity for UTEC to be proactive and see what was available for networking solutions to make remote work transition efficient for their clients. They knew keeping a secure, reliable internet connection would be a significant challenge when moving to a remote environment, particularly for the school districts they worked with. They also needed something that would be easy for a non-technical user to operate and offer the same level of security between the office and home.

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He further added that when looking for options for clients, "It shouldn't require connection to VPN, or putting in a password for wifi. It needed to be protected and access all resources from home."

As the MSP, UTEC positions the solution which best meets the objectives of the client while enabling UTEC to roll out the service simply and with no difficult process for the end-user to be concerned. With Secure Edge, MSPs spend little time in the set-up process and all add/change/delete activity is easily handled as a self-service process within Datto Network Manager. Secure Edge is a multi-tenant solution and Datto has prepared many knowledge based articles and videos to assist the MSP with performing tasks required to smoothly roll out the service.





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Tim Marusca,
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"Having the Secure Edge product that you can set up a client's house was ideal, and the set-up was relatively easy." As remote connection continues to be a significant piece of how small businesses operate, the Secure Edge solution helps MSPs meet the needs of remote work without compromising speed while gaining security and ease of implementation.

As Tim elaborated, "When I worked with the product, I was very happy. Easy to set up, simple to navigate, even if just with help from the portal."

The additional advantage of Datto support made UTEC's choice of Secure Edge even easier. "It's been a great partnership from the start. Datto is always quick to respond to our support tickets, even if it is a non-emergency. Having that backup if I need help is ideal."

Take a look at the Datto Secure Edge to solve your remote/hybrid work security concerns.

About Datto

As the world's leading provider of cloud-based software and security solutions purpose-built for delivery by managed service providers (MSPs), Datto believes there is no limit to what small and medium businesses (SMBs) can achieve with the right technology.

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