datto

BCDR is OneSource of a Healthy Business

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> ## DATTO IS SUPERIOR IN MANY WAYS. HAVING A PRODUCT AND SERVICE I CAN RELY ON IS INCREDIBLE. I DON'T HAVE TO WONDER IF I CAN PROTECT MY CLIENTS. INSTEAD, I KNOW WITHOUT A DOUBT.
>
> Paul Bush
> CEO, OneSource Technology

ONESOURCE
TECHNOLOGY

Imagine your client's main server containing critical business information crashes. Now imagine the same scenario, but one in which you get them back on their feet in no time, avoiding downtime and disruption to their operations. That's exactly what Paul Bush, CEO of OneSource Technology did for his client, Primary Care Associates, a physician's office. OneSource is Kansas-based MSP serving a variety of industries, including accounting firms, healthcare organizations and law firms.

MSP to the Rescue

Primary Care Associates deals with critical patient records on a daily basis. So when a server failed, containing digital x-rays vital for treatment, their business was severely impacted. When Primary Care called the company who provided the server, they learned that the warranty had expired and that they'd have to purchase a new server. This process would have meant considerable downtime, preventing them from taking the x-rays used to diagnose and treat patients.

So the company reached out to OneSource who quickly diagnosed the issue. Bush confirmed that attempting to fix the server wouldn't be worth the time and effort and in under an hour had booted up a virtual copy of the failed server through their Datto SIRIS. Because Primary Care's crashed server was so old, the virtual Datto was a major upgrade within the company's system, running significantly faster.

The healthcare company successfully ran in the recovery environment for three months. OneSource ordered a new physical server, implemented it and, lastly, migrated the data over to the new server, thanks to their SIRIS device.

"The thing that we liked the most about the Datto solution was that it gave us a chance to think and not panic or make a rushed decision. We were able to figure out what the best fit was to replace the server. We strategically looked at the big picture and avoided a knee-jerk reaction or a quick and easy fix," said Bush.

Avoiding Downtime

The best part? The process was seamless for Primary Care. Between the initial failure through exporting from the Datto to the new server, it couldn't have gone better. They only dealt with a negligible amount of downtime, which Bush estimates would have taken days if the company had been relying on a cloud-only solution.

"Datto is superior in many ways. Having a product and service I can rely on is incredible. I don't have to wonder if I can protect my clients. Instead, I know without a doubt," said Bush.

Datto is a great fit for Primary Care as well. According to Bush, their data changes several times in a single hour, so the frequency of backups and the solution's ease-of-use are a huge win for them.

"For a business in the healthcare industry, the fast recovery time makes Datto a no-brainer," Bush said.

About Datto

Datto is an innovative provider of comprehensive backup, recovery, and business continuity solutions used by thousands of managed service providers worldwide. Datto's 180+ PB purpose-built cloud and family of software and hardware devices provide Total Data Protection everywhere business data lives. Whether business data is on-prem in a physical or virtual server, in the cloud, or in SaaS applications, only Datto offers end-to-end recoverability and single-vendor accountability. Learn more at www.datto.com.

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