



# Polarverse & Datto Prevent Engineering Firm From Getting Stuck in the Mud

Polarverse is an MSP located in Waterloo, Ontario, taking a personal and proactive approach to providing fully managed IT services and ransomware prevention to clients. Servicing small to midsize clients in the healthcare, manufacturing, and retail space, Polarverse above all - delivers peace of mind.



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**Chris Davis**  
Founder & Chief Technology Officer



[Polarverse](#) is an MSP located in Waterloo, Ontario, taking a personal and proactive approach to providing fully managed IT services and ransomware prevention to clients. Chris Davis, Founder & CTO of Polarverse for 14 years is also backed by over 30 years of IT industry experience.

Servicing small to midsize clients in the healthcare, manufacturing, and retail space, Polarverse delivers peace of mind to businesses in the Waterloo region. This one-stop shop handles all aspects of their clients' IT infrastructure including hardware and software management, internet connectivity, website management, and maintenance renewals.

"Our service philosophy is proactive, not reactive, meaning we manage our client's networks 24/7 to identify issues and address them before they become problems, rather than putting out fires," said Davis.

This strategy has proved to be very effective for Polarverse and their clients over the years, and one engineering firm, in particular, has recently reaped the benefits. This firm specializes in large building construction and soil analysis procedures to determine which tools are necessary to dig up the surrounding space. Davis' all-inclusive managed services plan support their 25 employee office location including local servers, network connectivity, workstations, and more.

"They rely heavily on email and the ability to transfer files for their business, so when their Internet goes down, they're at a standstill. We use [Datto](#) for everything—business continuity, networking, and managed power, because I'm highly confident that these solutions will work, whenever necessary," said Davis.

When Davis was recently out of town at an industry event, the Datto products were put to the test and passed with flying colors. The engineering firm had been experiencing intermittent Internet outages, where the connection would drop and come back on every few seconds. They had a [Datto Network Appliance](#) installed, which provides 4G LTE failover. However, because the Internet would drop and reconnect every few seconds, the DNA never had a chance to kick on.

When the client contacted Davis about the spotty Internet connection, he decided to take over controls to fix their problem. Now, this would usually be impossible for Davis to do while out of town, but luckily he had already installed [Datto Managed Power](#) outlets, allowing him to remotely reboot or shut down any device.

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Via the Datto Partner Portal on his Blackberry Android, Davis logged in to the Managed Power outlets and turned off the 3 DSL modems. Essentially, this forced the Datto Network Appliance to go into failover mode to provide the client with a reliable and consistent Internet connection. The client was back up and running in seconds and beyond impressed with the Datto solutions because in the past, something like had put them offline and out of business for a full week.

"If I didn't have Datto Managed Power installed at the client's site, I would have had to instruct them on which modems to unplug and hope that they unplugged the right things. The ability to manage my client's site remotely gives me and the client a newfound freedom and trust," said Davis.

This engineering firm has entrusted Polarverse with their business IT needs since 2004, and today it goes much deeper than a business relationship. Davis has become an extension of their clients' business and family. Davis even has keys to the office. If he sees something happening after hours or on a weekend, he'll go in and solve any issues before the client arrives Monday morning. The same rings true for Polarverse and Datto.

"My favorite thing about Datto is how they treat their partners. No matter how large or small the issue, they always do the right thing. The products are reliable and empower me to develop trust with my clients, while always being about to rely on stellar 24/7/365 Direct-to-Tech Support," said Davis.

Trust is the most important ingredient of this success story.

### About Datto

At Datto, our mission is to empower the world's small and medium-sized businesses with the best in enterprise-level technology. We do it by equipping our unique community of Managed Service Provider partners with the right products, tools and knowledge to allow each and every customer to succeed. It's an approach that's made us the world's leading provider of MSP delivered IT solutions. Datto is headquartered in Norwalk, CT, with offices worldwide.

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