



SUCCESS STORY

Why Datto is the Perfect Partner for Canadian MSP

datto



THE PEOPLE, SOLUTION, AND SUPPORT ARE UNPARALLELED. THAT COMBINATION IS DIFFERENT THAN ANY OTHER VENDOR. IT SOUNDS TOO GOOD TO BE TRUE, BUT IT ISN'T.

Cutris Hemingway



CBM IT is an MSP located in Edmonton, Alberta, that offers a variety of managed services with around-the-clock monitoring and a proactive approach to keep their clients up and running and protected.

Curtis Hemingway has been in the IT industry for about 30 years and currently serves as the IT Director for CBM. Hemingway has a small staff of only five, with roughly 30 managed service clients and over 100 break-fix clients that he is in the process of converting. According to Hemingway, the sweet spot for his staff is about 50-70 seats per client.

"Being proactive and staying ahead and managing the day-to-day gives us the edge. We look for issues and respond to them before they become a bigger problem. It keeps the noise down and keeps the tickets from accumulating—that's how you make managed services work," said Hemingway.

When Hemingway first joined CBM, he was unhappy with the BDR solution in place, and did a complete rip and replace with Datto. "We wanted a partner that fit us better. Hemingway says Datto is superior in various ways. "Our old solution was just backup, and we needed more. Datto offers a complete solution for BDR. The solution checks all the boxes and fills all the gaps, and it proved itself when our exchange server failed. Luckily, I was able to spin-up locally and get mail flowing again when the server crashed," said Hemingway.

Additionally, Datto has a stronger Canadian presence than anyone else, according to Hemingway. They bill us in our local currency. It may seem trivial, but our previous vendor didn't use local currency so we would get hit with transaction fees and exchange rate, so we could never accurately predict costs. Other vendors don't offer this, and it makes me reconsider working with them," said Hemingway.

Hemingway said Datto is the most complete partner he has. From the marketing materials and resources at his disposal to tech support, Hemingway says he can't be any happier with Datto.

"The people, solution, and support are awesome. That combination is different than any other vendor. It sounds too good to be true, but it isn't," said Hemingway.

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. Learn more at www.datto.com.

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