

HOW ITPARTNERS+ KEEPS THE TOWN OF PONCE INLET RUNNING DURING IT EMERGENCIES



"WITH DATTO WE HAVE THE PERFECT BACKUP AND DISASTER RECOVERY SOLUTION FOR ANY SIZE GOVERNMENT AGENCY."

Kevin Damghani

Chief Partner Experience Engineer,
ITPartners+

Towns, cities and government agencies have dealt with the threat of natural disasters for years. Now they are also facing the threat of ransomware. According to *Homeland Security Today* 948 government agencies, health and education entities in the US reported ransomware attacks in 2019. The majority of targets were smaller towns and suburbs with underfunded IT systems.

Ponce Inlet, Florida is a town of 5,000 on the beautiful east coast. After the rash of government attacks in 2019, the IT Manager of Ponce Inlet made it a priority to create a full backup and disaster recovery plan that would be ransomware-resilient. The initial audit uncovered multiple third-party systems and the simulated disaster response was often hampered by hardware/software update issues that resulted in excessive downtime.

A RANSOMWARE RESILIENT SOLUTION

In the search for a new disaster recovery solution, the IT Manager found that many “new” solutions were not really new. But the Datto BCDR offered by ITPartners+ stood out.

With Datto, Ponce Inlet can manage all backups and execute recoveries through a single interface. They don't have to rely on a green checkbox, daily screenshots show that the backups are bootable. And if the town of Ponce Inlet is ever targeted by ransomware, they can safely shut down the affected local network and have essential services running in the cloud within minutes.

Security features such as AES-256 encryption and the inclusion of data in three places, including two private Datto clouds that are SSAE 16 SOC Type 2 compliant made it clear that this was the best solution for Ponce Inlet. And through the clever use of automated tickets, there is a clear audit trail showing the successful backups.

"The backup and restore features of the Datto are fast and easy," said Ponce Inlet's IT Manager. "Having the ability to quickly and easily restore servers has given me the confidence to push forward with updates, upgrades and modifications of production servers like never before. Though disaster recovery is great in itself the number of fringe benefits of a Datto system and ITPartners+ on your side can't easily be quantified."



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IT Manager, Ponce Inlet, FL

A TOP TIER PARTNER

The features built into the Datto system are impressive, but in the choice of providers, Ponce Inlet found that ITPartners+ provides value as well. "Not only did the sales team work with me to fit our budget while also getting me the space I need for all of my VMs, their co-managed model adds their manpower as well," said Ponce Inlet's IT Manager. "Recently ITPartners+ let me know some shared folders were unavailable before any employees noticed. We quickly troubleshooted the issue and they made sure a new backup was successful. Overall I feel more like friends than a client and I don't ever feel like a bother when I ask a question or need help."

"With Datto we have the perfect backup and disaster solution for any size of government agency." Says Kevin Damghani, Chief Partner Experience at ITPartners+, "As one of the top 100 Datto dealers world-wide, our access to top-level techs means that our agency partners get fast service and we are able to provide the best solutions possible."

With Datto BCDR in place, Ponce Inlet can rest easy knowing that ITPartners+ has their back(up).

ABOUT ITPARTNERS+

ITPartners+ is an IT Managed Services Provider headquartered in Grand Rapids, MI with a satellite office in Boca Raton, FL. Serving government agencies and businesses nationally, we partner with existing IT staff to provide backup and disaster recovery that is ransomware resilient as well as value-added IT services.