

Sandy Put Disaster Recovery to the Ultimate Test

Hurricane Sandy was one of the most destructive natural disasters that the United States has ever experienced. With storm surges over 12 feet, winds that exceeded 90 mph and spanned more than 900 miles in diameter, Sandy resulted in power outages to approximately 7.5 million and caused an estimated \$50 billion in damage.

With Datto's headquarters (HQ) located directly in the storm's path, Datto made great efforts to ensure they were ready to support their Partners for what lay ahead.

Preparation

As with any business continuity plan, preparation is key. Datto began their preparation efforts by informing Partners of the steps they should take ahead of time. Partners were advised to confirm their systems were ready to be virtualized off-site in the event that their infrastructures became unavailable as a result of the storm.

Datto then began preparing their employees, HQ, and data center to weather the storm. A full crew of employees was assembled to staff Datto's Cloud Operations Center in Reading, Pennsylvania and Technical Support Staff (TSS). By Monday, October 29 when Sandy made landfall Datto was ready, with a supply of food and a full team of Support Representatives, System Administrators, VP of Operations, Director of Technical Support, and even CEO Austin McChord on hand. The team ensured that operations were never interrupted throughout the storm and Partners always has assistance available.

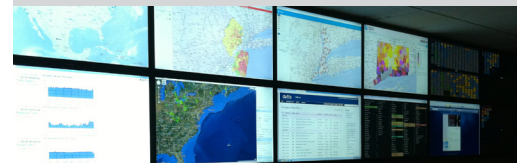
During the Storm

Keys to success during the storm were teamwork, seamless communication, and the dedication of Datto's staff. Through Datto's newly launched Direct to Tech initiative, Partners were able to get in direct contact with Technical Support Representatives (TSR). Due to the large number of trained Datto employees available, DR virtualizations were handled as fast as they came in. Datto Partner Norman Steiner of ACE IT Solutions, who operates out of



"We were prepared and ready at a moment's notice to take on full operations should Datto HQ go down."

Boyd McCorkle, member of Datto's DSS team



Datto vs. Sandy at a Glance

- Over 3800 devices affected
- Over 100x monthly volume of cloud VMs
- Peak VM count 300+
- 25x more devices affected than if another Katrina had happened
- Datto was staffed up before the storm
- Many Datto employees spent the night on Monday and Tuesday
- Some techs worked 24 hours straight assisting customers in bringing up VMs
- Average time for full failover to the cloud (multiple vms, email, everything) under 4 hours

Northern New Jersey and New York City, two of the regions most affected by the storm, shared one of his data recover stories. "Using [Datto's] SIRIS product, we were able to bring up a Hedge Fund Client in Lower Manhattan on Monday the 29th in your cloud. By Tuesday [Datto's] team had created 15 VPN logins into the Datto cloud which we were able to give out to their employees for access. Timing was critical since the Stock Market reopened on Wednesday and the client needed to access data from their server beforehand. Thanks to Datto, we were able to provide the Disaster Recovery we promised to our client when we sold the SIRIS device originally."

Another Datto Partner, Manny Mamakas of Greenwire Solutions is Scarsdale, New York has a client in New York that assists adults with special needs. Just hundreds of feet from the water on Staten Island, the client's server room was under 5 feet of water due to the storm surge. Their VMWare server and other network equipment was destroyed. After coordinating with Datto's Technical Support to NAT the VMs to a public IP address, Manny was able to instantly virtualize his client's server through Datto's portal and the server was ready for production. The next morning Manny's client was able to successfully run their business in the cloud while their servers still sat underwater. Better yet, his client only started using SIRIS two weeks before Sandy hit.

Many Datto employees manned 24 hours shifts, and stayed at Datto's HQ for days to assist customers in bringing up virtual machines. The level of commitment was unparalleled—Technical Support did not miss a single SLA goal during the duration of the storm and subsequent days. **This commitment was "a testament to the unwavering dedication of Datto employees to assist our Partners through this disaster," said Datto CEO Austin McChord.**

The Aftermath

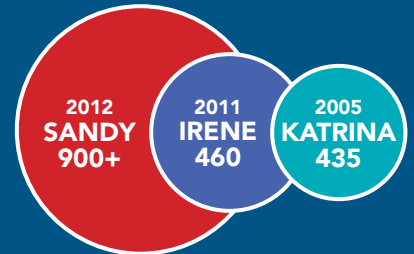
With the worst behind them, the Datto team continued to maintain 24-hour staffing of both their support department and Cloud Operations Center to support the thousands of devices that were affected by the storm. Datto was now effectively supporting 100 times their monthly average of disaster scenarios in their off-site cloud.

The next step for Datto's Support Team was to transition those Partners virtualized in the cloud back to their local environments. As Technical Support Director Victor Mathieu commented, "The unique variables of each scenario require unique solutions for recovery. Luckily we have an extremely knowledgeable, resourceful, and dedicated staff that utilized our extensive DR toolkit to ensure all Partners were recovered quickly and reliably."

Let's hope a storm like Sandy does not appear for another 100 years, but if it does, it's good to know Datto and its Partners are ready.

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Diameter in miles of tropical storm force winds



Sandy was so large that both Datto and its emergency staffing location more than 125 miles away were affected by the storm

Going the Extra Mile

One of Datto's Partners was very behind on his backups and needed to get his SIRIS device synchronized off-site immediately. Traditionally this would be solved with a RoundTrip seed drive: a USB hard drive that is used to take the backups off a Partner's local Datto device and then shipped to Datto's HQ to be synced with Datto's cloud.

With Sandy looming there was simply not enough time to ship the drive to the Partner and back to Datto in time to sync the device. Datto Technical Support Representative Bill Chellis literally went the extra mile, driving 90 minutes to meet the Partner at a midway point between Datto's HQ in Connecticut and the Partner's site, to intercept the Roundtrip drive. Bill then rushed the drive back to Datto's HQ where it was uploaded into the cloud. This saved the Partner from crippling downtime. Bill's was one of many acts of heroism that Datto's TSS exhibited during the days of the storm.