

A blue-tinted photograph of a person's hands typing on a laptop keyboard. The person is wearing a watch on their left wrist and a bracelet on their right wrist. In the background, there is a notebook with a pen resting on it. The entire image has a semi-transparent blue overlay.

# **Dallas MSP Keeps Major Florida Hotel Up and Running After Server Failure**



**DATTO BCDR HELPS US SLEEP AT NIGHT KNOWING THE PRODUCT WORKS AND THAT WE CAN EASILY RESTORE FILES AND SERVERS IF THEY GO DOWN.**

**Aaron Garcia**  
Director of Operations, TekConcierge



TekConcierge, a Datto partner since 2014, is a [Texas-based managed service provider \(MSP\)](#) that works with small and large businesses supporting their IT needs in and around the Dallas and Richardson area and beyond. The company specializes in the hospitality industry, an industry known to be always-on and available to serve guests 24/7/365. A reliable business continuity and disaster recovery (BCDR) solution is at the heart of how TekConcierge keeps their hospitality clients up and running.

Aaron Garcia, Director of Operations at TekConcierge, knew they needed to implement a proven and tested BCDR solution so they could provide better support to clients. He led TekConcierge's switch from another [backup solution](#) to Datto SIRIS and ALTO after experiencing the challenges that come with an unreliable solution. Currently, 90% of Garcia's clients rely on SIRIS and 10% on ALTO. "Datto BCDR has been worth its weight in gold for our business," Garcia said.

In addition to a reliable solution that is easy to implement and manage, Garcia credits his relationship with the Datto team for enabling his success and business growth. "Datto's BCDR solutions bring us value in monthly recurring revenue (MRR), reducing the cost of management of the solution, recognizing revenue, and spending more time delivering value to our clients. Datto's support has been key to our long-standing partnership. A quick conversation with our Datto account manager answers any questions we have and resolves issues quickly, and the Datto support team is proactive, often making us aware of a potential issue before it becomes something serious."

The hospitality industry is always open and there's no such thing as 'downtime.' If a hotel faces the loss of business operations, the revenue lost can be detrimental. This makes it critical for TekConcierge to be able to get their clients back up and running in a matter of minutes when there is any type of incident.

Datto BCDR has proved its value again and again, especially for one of TekConcierge's largest hotel clients in Florida – a high-end, luxury hotel in a popular Florida beach town. They had implemented Datto four years ago, and after assessing their IT infrastructure, TekConcierge recommended the hotel upgrade their servers. However, the hotel chose not to upgrade, and at Christmastime 2018, their servers went down and they weren't able to access their guest files and reservations.

Garcia said, "We were able to virtualize the servers in a matter of minutes and keep them up and running on Datto SIRIS. Without Datto, the hotel would have been down for at least two weeks, losing revenue from guest reservations and other services. During that time running on Datto, the hotel operated with no issues, they never had to shut down, and they didn't lose any business."

"Through this experience, our client was able to clearly see the value in Datto. Months and years after the resolution, the hotel employees involved have moved onto new roles in new hotels and advocated for us to serve their IT needs, bringing us new clients as a result of our service to them and the reliability of Datto's BCDR solutions."

Datto BCDR is "easy to use, deploy, and manage." Garcia likes that it's a turnkey device that his team can easily troubleshoot. "The support has been amazing. The Datto team is reliable and 100% behind us in everything that we do. We trust them and we appreciate the peace of mind Datto provides. We've been able to establish ourselves as a trusted expert to our clients thanks to the reliability of Datto BCDR – our recommendations to clients are valued and adopted quickly, helping our business grow."

To learn more about how Datto SIRIS helps MSPs serve clients and grow their business, [chat with a product specialist today](#).

### About Datto

As the world's leading provider of cloud-based software and security solutions purpose-built for delivery by managed service providers (MSPs), Datto believes there is no limit to what small and medium businesses (SMBs) can achieve with the right technology. Datto's proven Unified Continuity, Networking, and Business Management solutions drive cyber resilience, efficiency, and growth for MSPs. Delivered via an integrated platform, Datto's solutions help its global ecosystem of MSP partners serve over one million businesses around the world. From proactive dynamic detection and prevention to fast, flexible recovery from cyber incidents, Datto's solutions defend against costly downtime and data loss in servers, virtual machines, cloud applications, or anywhere data resides. Since its founding in 2007, Datto has won numerous awards for its product excellence, superior technical support, rapid growth, and for fostering an outstanding workplace. With headquarters in Norwalk, Connecticut, Datto has global offices in Australia, Canada, China, Denmark, Germany, Israel, the Netherlands, Singapore, and the United Kingdom.

---

#### Corporate Headquarters

Datto, Inc.  
101 Merritt 7  
Norwalk, CT 06851  
United States  
partners@datto.com  
www.datto.com  
888.294.6312

#### Global Offices

USA: 888.294.6312  
Canada: 877.811.0577  
EMEA: +44 (0) 118 402 9606  
Australia: +61 (02) 9696 8190  
Singapore: +65-31586291

©2021 Datto, Inc. All rights reserved.