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It saves my engineers a tremendous amount of time.”***

— Dan Wilson, president & CEO  
Waypoint.



## Continuum Vault: Disaster Recovery is Just the Beginning

Dan Wilson, president & CEO of Waypoint., a Charlotte, N.C.-based managed services provider, fully understands how crucial business continuity is to his clients' livelihoods, especially in the wake of Super Storm Sandy and other recent natural disasters. But he admits, sometimes the biggest threats a company faces are not caused by Mother Nature; a well-meaning employee could also cause catastrophic damage in minutes.

Wilson recalls receiving a panicked call: “Help, I accidentally deleted our entire QuickBooks data directory!” Luckily, the client had a Continuum Vault. “It literally took five minutes to restore,” Wilson said. “Not only did we save the employee’s job, but they are a client for life.”

### Why Continuum Vault?

Waypoint. had used other business disaster recovery (BDR) solutions in the past, but complained that it could take up to 24 hours to get a client’s server restored after an outage. “With the Continuum Vault, we had one up and running in 15 minutes,” Wilson said. “It’s quicker, it’s cleaner and it works exceptionally well!”

When asked what differentiates Continuum Vault from the competition, Wilson explained that it’s a two-part solution. The first part is a solid foundation of industry-leading hardware from Datto. “You can feel safe knowing the hardware side of the solution is a well-known and trusted source,” Wilson said.

The second part of the solution is the software, and this is where Wilson said Continuum Vault rises above competing solutions. “The Vault is easy to set up, easy to manage, and easy to restore and virtualize,” he said. “It saves my engineers a tremendous amount of time when dealing with outages, which are high-stress situations in the first place.”

Wilson said that Continuum Vault offers SMBs an affordable, fully functional disaster recovery site – something that was once only possible for large enterprises. “By using the unlimited off-site feature, at any time you can move the company completely to the cloud,” he said. This means employees can get back to work faster after an outage, often from home on their laptops or mobile devices, even if the building that housed the server has been completely destroyed.

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### Company

Waypoint.  
Charlotte, NC

### Website

[www.waypointsg.com](http://www.waypointsg.com)

### Business Challenge

Waypoint. was looking for a proven, cloud-based BDR solution that would be affordable for their small-to-midsize business (SMB) clients, and easy for their technicians to set up and maintain.

### Solution

Waypoint. found everything they were looking for – and even greater value than they had anticipated – in Continuum. Continuum Vault’s ability to virtualize servers in the cloud for uses above and beyond pure disaster recovery has become an important selling point for Waypoint.’s managed services business.

### Results

Continuum Vault consistently helps Waypoint. win and retain clients because it is one product that can serve several important needs very cost-efficiently. And its tight integration with Continuum’s RMM and NOC, plus easy access via the Continuum portal, enables Waypoint.’s technicians to be more efficient and responsive to clients.



[www.continuum.net](http://www.continuum.net)

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## **Paving the Way to Security with Leading-Edge BDR**

When meeting with prospects, Waypoint. tends to lead with Continuum Vault BDR services, since many business owners either know – or fear – the pain of losing vital data. “A common problem we see is that someone inadvertently deletes a directory off a file server,” Wilson said. “We can usually retrieve their file in less than five minutes, so we don’t have to get into the blame game with the customer.”

Continuum Vault is also able to ensure continuity through daily, proactive security measures. “Every 24 hours, the Continuum Vault software automatically mounts the latest backup, takes a screen snapshot confirming the backup was mounted successfully, then automatically sends an email confirmation of the snapshot to our account rep and tech responsible for that particular customer,” Wilson explained.

With Continuum Vault’s innovative backup method, there is no need for a conversion process to occur before performing a restore. This new way of storing data allows for instant on- and off-site recovery and can prevent businesses from having to experience costly downtime in the event of a mishap.

## **One Complete Solution**

Wilson cites the tight integration of Continuum Vault with Continuum’s complete solution for MSPs as one of the main reasons the Continuum partnership is so valuable: “The inclusion of Continuum Vault within the Continuum RMM portal – along with management, monitoring and support from the NOC – is really the tipping point of this solution.”

Wilson believes Continuum’s solution enables his technicians to be more efficient across the board, and to provide a higher level of customer service. “We’ve gone from about 175 to about 345 workstations-per-technician. The higher that number is, the more profitable we’re going to be,” Wilson said.

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***“Big companies have the dollars and the space to have a true disaster recovery site. Continuum Vault allows companies of any size to have that exact same thing.”***

*— Dan Wilson, President & CEO, Waypoint.*

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