Datto Workplace

Proven secure file collaboration service designed for MSPs

With a solid track record of helping MSPs grow, Datto Workplace provides the security, mobility and control that MSPs require for their clients to access, share and collaborate on files internally and externally.

Why choose Datto Workplace for your secure collaboration service?

Secure collaboration for any business

To reach productivity goals, users work and collaborate anywhere, on any device. Without proper controls and security, collaboration can come with serious risks. Ransomware encryption can easily propagate to all users and sharing data with the wrong person or accidentally making a file public can have negative consequences, including financial loss, reputational damage and litigation. Datto Workplace is purpose-built for the needs of today's hybrid workforce and is designed to ensure secure collaboration and protect businesses from the risks associated with file sharing.

Profitable service for MSPs

Designed for MSPs from the start, Datto Workplace includes all features to make your secure collaboration service offering profitable – including multi-tenancy, free trial, pay-as-you-go, reporting and more. The easy-to-use MSP admin interface ensure that your techs spend more time helping customers and less time dealing with the complexity of the solution.

Work anywhere, on any device

With support for Windows, MacOS, Windows Server, iOS, and Android, Workplace eliminates the need for clunky legacy tools such as VPN and FTP to enable business productivity. File locking and conflict management ensure collaboration without frustration. An easy-to-use permission structure for internal and external sharing allows Workplace users to securely collaborate, leveraging integrations with core business tools such as Microsoft 365 and Google Workspace.

Powerful administration, control and management

Configure granular, policy-driven controls to manage the feature set available to users and increase security. Integration with Active Directory automates the on and offboarding of users, simplifies administration, and allows users to access Workplace with familiar credentials via integration with Active Directory and Single-Sign-On (SSO) tools.

Deep integration with major PSA and RMM tools allow for easy, centralized management, including billing and support tickets. Schedule comprehensive reports on system activity to monitor usage and report to customers - or leverage an integration with myITprocess for unified reports including Datto Workplace and other Datto solutions.

Ease of use

Workplace is built with usability in mind. MSP Techs and Administrators can manage and monitor Workplace usage with minimal effort. Users rapidly adopt the solution as Workplace mounts in Windows Explorer and MacOS Finder, like a network drive does. Admins can even specify the drive name and letter to ensure consistent user experience.

Seamless transition from file servers and NAS

Datto Workplace's optional Server component can attach Workplace to a central storage on-premises – file servers or NAS. Original workflows are not affected yet elevated to the cloud as the data becomes available via Datto Workplace – including on remote and mobile devices, without VPN! Once the team and workflows transition to Datto Workplace, the original file server or NAS can be decommissioned.

Security and compliance

Over industry-best uptime alongside HIPAA, GDPR, and SOC 2 compliance gives Datto Workplace a proven track record of keeping business data safe and available 24/7. Data is encrypted in transit and at rest with 265-bit AES encryption – including on users' devices. Multi-factor authentication, credential rotation, and session expiration ensure only authorized users can access the data. Data centers in USA, Canada, Europe and Australia are geo-redundant, and advanced policies and device management ensure data access is controlled and managed. 180-day versioning ensures that you can quickly recover accidentally deleted files or revert to a previous version.

In addition, integration with Compliance Manager GRC allows to scan files for personally identifiable information (PII) to ensure organizations' compliance.

Datto Workplace specifications

Platforms Supported	Windows, MacOS, iOS, Android, Windows Server
Permission Levels	Individual and group-based granular control of access to data with various permissions levels. Granular control over users' ability to reshare within the team and to create public shares.
End User Authentication Methods	Username & password, Active Directory integration and Single Sign-On (SSO).
File Versioning	New versions are created whenever a file is changed. Versions created before edits by another user, or by the same user after more than 6 hours since the last edit, are retained for 180 days.
Reporting	Sophisticated reporting captures all events within Workplace relating to configuration changes, user creation, and management changes to files and file structures, sharing and more. Customized reports may be saved and scheduled for email delivery .
File Server Support for Hybrid Environments	Datto Workplace Server enables collaboration between users in the office and users working remotely without the need for complex legacy systems such as VPN and FTP. Files updated and locked by LAN users are instantly synced with other Workplace users and vice versa to ensure smooth collaboration without risk of file conflicts.
Ransomware and Malware Detection	Advanced algorithms analyze file changes on end-user workstations and servers connected to Datto Workplace for signs of ransomware infections. In addition, the files are regularly scanned for malware. Once an anomaly is detected, the affected machine is immediately quarantined to prevent spread and contamination of the repository. Administrators are immediately notified and can easily isolate the files or revert the affected files to their state prior to the incident, thereby minimizing the impact of an attack.
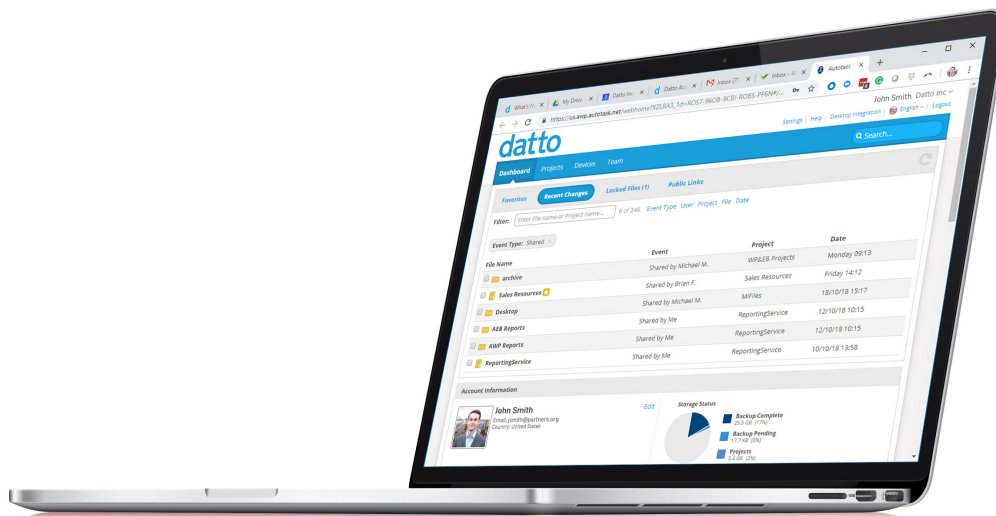
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