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**From:** Treve Suazo [redacted].com]  
**Sent:** Friday, August 07, 2015 8:22:59 PM  
**To:** Leif McKinley  
**CC:** Sam Hickler; Paul Combetta; Brent Allshouse  
**Subject:** RE: Private cloud

Leif,

Paul will be contacting you to discuss.

**TREVE SUAZO**  
**CEO / PARTNER**  
**PLATTE RIVER NETWORKS**  
5700 WASHINGTON ST | DENVER, CO 80216  
[redacted] | [PLATTERIVER.COM](http://PLATTERIVER.COM)

**From:** Leif McKinley [mailto:[redacted].com]  
**Sent:** Thursday, August 06, 2015 4:21 PM  
**To:** Treve Suazo <[redacted].com>  
**Cc:** Sam Hickler <[redacted].com>; Paul Combetta <[redacted].com>; Brent Allshouse <[redacted].com>  
**Subject:** RE: Private cloud

Sounds good. A call would be the right forum to address any and all questions as well as get to the bottom of what might have happened here. Let me know when works for you and we can get something on the books.

Best, Leif

On Aug 6, 2015 6:18 PM, "Treve Suazo" <[redacted].com> wrote:

Sorry Leif, I'm still trying to wrap my head around this (I was thinking private cloud was separate storage at your facility, but realized it's a separate piece of hardware "the node" that is either the customers or could be a node PRN has). Probably makes sense to get on a call. Let me get back to you.

**TREVE SUAZO**  
**CEO / PARTNER**  
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**From:** Leif McKinley [mailto:[redacted].com]  
**Sent:** Thursday, August 6, 2015 4:11 PM  
**To:** Treve Suazo <[redacted].com>  
**Cc:** Sam Hickler <[redacted].com>; Brent Allshouse <[redacted].com>; Paul Combetta <[redacted].com>  
**Subject:** RE: Private cloud

I am not sure I am following what you are asking. Can we connect for a call tomorrow to go over this. Do you have any free time?

Best, Leif

DAT00000228

On Aug 6, 2015 5:41 PM, "Treve Suazo" <[REDACTED].com> wrote:

Leif,

This is a problem. This data should not be stored in the Datto Cloud, but because the backup data exists, we cannot delete it, so the first step for us is to have it moved to the Private Cloud. Can you tell me how much retention we have on this customer for this backup?

TREVE SUAZO  
**CEO / PARTNER**  
**PLATTE RIVER NETWORKS**  
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[REDACTED] | [PLATTERIVER.COM](http://PLATTERIVER.COM)

**From:** Leif McKinley [mailto:[REDACTED].com]  
**Sent:** Thursday, August 6, 2015 3:24 PM  
**To:** Paul Combetta <[REDACTED].com>  
**Cc:** Sam Hickler <[REDACTED].com>; Treve Suazo <[REDACTED].com>  
**Subject:** Re: Private cloud

So for some reason this device does appear to be syncing with the Datto Cloud. Now it does not look like you have been billed for this but it does look like it has data in our cloud. Is this a device that you have on private cloud to cut down on costs, or do you have them on private cloud because of compliancy requirements? It appears that although this device is set to private cloud, there is a syncing schedule set for this device, and for some unknown reason, the device is following the syncing schedule rule as opposed to the private cloud rule. This is a problem, and I want to have my team look into this issue if we can. If you are doing this for a cost cutting perspective, I would ask that we keep this device the way it is so I can have development look into the issue. If you are doing this for compliance purposes, I want to make sure we put you in the confines of your requirements so we can work at deleting this data. Let me know, and we can adjust accordingly. Thanks.

Best regards,

**Leif McKinley**  
**Channel Sales Executive**  
Datto, Inc.  
Direct Line: [REDACTED]

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



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On Thu, Aug 6, 2015 at 5:08 PM, Paul Combetta <[REDACTED].com> wrote:

Leif- The console of the unit in question says that its offsite sync server is [REDACTED], which is a Datto IP address

**From:** Sam Hickler  
**Sent:** Thursday, August 6, 2015 17:05  
**To:** Leif McKinley  
**Cc:** Treve Suazo; Paul Combetta  
**Subject:** RE: Private cloud

Leif – any idea why would be seeing cloud recovery points on S/N: [REDACTED]?

Sam

**From:** Leif McKinley [mailto:[REDACTED].com]  
**Sent:** Thursday, August 6, 2015 2:51 PM  
**To:** Sam Hickler  
**Cc:** Treve Suazo; Paul Combetta  
**Subject:** Re: Private cloud

No problem, let me know if any other questions come up.

Best regards,

**Leif McKinley**  
**Channel Sales Executive**  
Datto, Inc.  
Direct Line: [REDACTED]

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



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On Thu, Aug 6, 2015 at 4:49 PM, Sam Hickler <[REDACTED].com> wrote:

I think that makes sense. Thanks for the insight.

**From:** Leif McKinley [mailto:[REDACTED].com]  
**Sent:** Thursday, August 6, 2015 2:47 PM  
**To:** Sam Hickler  
**Cc:** Treve Suazo; Paul Combetta  
**Subject:** Re: Private cloud

That is not something different. With the Siris device the private cloud means that the data is not going to our data center. This can occur in one of two ways. First, you can just keep the local functionality of the device like you guys have done. The second way would be to not use the cloud but point the data to the private cloud. The difference between option 1 and 2 is that you are buying Datto Hardware to put in your cloud and point the Siris to. You are also paying a monthly on that second piece of hardware.

Best regards,

**Leif McKinley**  
**Channel Sales Executive**  
Datto, Inc.  
Direct Line: [REDACTED]

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On Thu, Aug 6, 2015 at 4:33 PM, Sam Hickler <[REDACTED].com> wrote:

Leif – we have a device on “private cloud” but no node. When we made the purchase, it was under the understanding that we didn’t want to backup to Datto’s datacenter. Is that something different?

Sam

**From:** Leif McKinley [mailto:[REDACTED].com]  
**Sent:** Thursday, August 6, 2015 2:20 PM  
**To:** Sam Hickler  
**Cc:** Treve Suazo; Paul Combetta  
**Subject:** Re: Private cloud

So the Private Cloud is a way for you to create your own cloud with some data center infrastructure that you guys may use. You have the ability to purchase Nodes from Datto, and set them up in your cloud to back up to and create your own private cloud infrastructure. You must purchase the node through us, and the nodes are used to preform the offsite functionality of the Siris device. So you have the local virtualization through the Siris and the offsite through the Node.

The benefit of this is that you are not required to pay for the cloud storage. You pay the local only price for the Siris which is a reduced monthly, and you pay the monthly for the node (A small monthly service). The way the nodes work well is if you purchase multiple large nodes (96 TB) and you pay one low monthly on each of those and then you back up many Siris devices to those nodes with reduced monthlies. It is a good way to save on the monthly cost. The thing you have to keep in mind is that you are responsible for the monitoring and management of the Nodes.

Attached you can find both a pricing sheet as well as a Node Overview. Take a look and let me know if this provides you guys with the answers that you need. If not, I am more than happy to provide some additional insight for you. Let me know. Thanks.

Best regards,

**Leif McKinley**  
**Channel Sales Executive**  
Datto, Inc.  
Direct Line: [REDACTED]

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



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On Thu, Aug 6, 2015 at 4:10 PM, Sam Hickler <[REDACTED].com> wrote:

Leif – can you give Treve, Paul and I a brief overview on the private cloud offering? Maybe a decent datasheet or one page sales brochure?

Sam

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