



At a Glance

Vertical

Software

Year Founded

1991

Title

Bill Adams, Senior End User
Services Analyst

Daniel Brundage, Global
Technical Services

Endpoints Managed

13,000+ Windows, 600+ Macs

Website

www.opentext.com

Key Findings

Time Savings

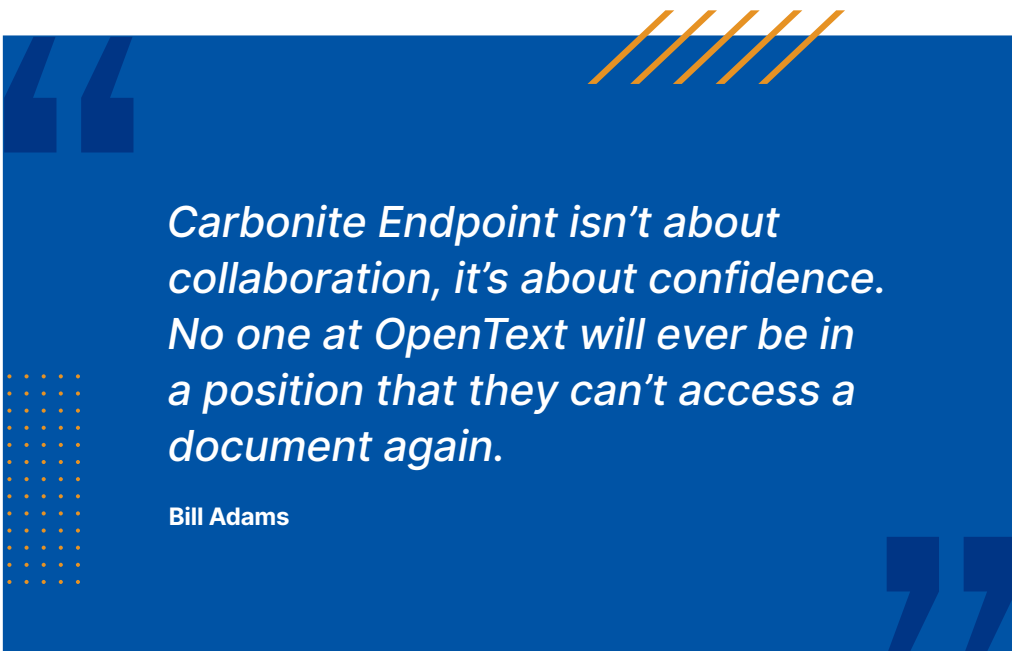
- Simplifies deployment across thousands of machines
- Promotes rapid recovery for remote administrators

Efficacy

- Automates a manual, error-prone process
- Supports data protection regulations like GDPR

Efficiency

- Centralizes backups to a cloud repository
- Reduces backup footprint with client-side deduplication



Carbonite Endpoint isn't about collaboration, it's about confidence. No one at OpenText will ever be in a position that they can't access a document again.

Bill Adams

Confidence in Carbonite for the Entire Enterprise

Background

When OpenText acquired Carbonite and Webroot in December 2019, the new cyber resilience portfolio was heralded as a natural extension of the company's comprehensive Information Management capabilities. Though known primarily in the consumer, and small and midsize business segments, the newly acquired portfolio included Carbonite® Endpoint, an enterprise-grade backup solution.

It turned out the addition of the solutions could not have come at a better time. By the end of March 2020, 98% of the company's global workforce had pivoted to remote work as COVID-19 shook the world. Like many companies, OpenText had to adapt to the new normal and find a way to protect its endpoints from potential disruptions.

The Challenge

Given the increase in global ransomware threats and malicious insiders, along with everyday issues like accidental deletion by employees, OpenText's IT staff was aware of the risks for data loss and corruption – risks that all businesses share. Of course, the threats increased exponentially as employees were now connecting through personal networks, which are even more vulnerable than corporate infrastructure. To minimize these risks, OpenText knew it needed to effectively back up all mission critical data through a purpose-built, automatic solution.

Previous backup implementations relied on employees to save their own work, which studies show is highly error-prone. Any data saved on machines, like laptops, was typically the only copy, creating a single-point-of-failure situation.

“Since we can’t control where employees put their files, we knew we needed a better way to capture mission critical data in the event of data loss,” explained Bill Adams, Senior End User Services Analyst at OpenText. “We had a clear mission: Back up everything on every laptop.”

For long-term data storage, such as after an employee left the company, the company used USB hard drives to copy the data and keep it stored. With people working remotely, it was unrealistic to ask employees to go into the office and search manually through storage media to find the right hard drive and file every time a manager needed a copy of past data. There was a better way.

The Solution

Given its track record with large multi-national organizations, Carbonite Endpoint gave the IT team confidence for this implementation. It had the backup and recovery capabilities required, and it could easily be deployed globally as it satisfied strict global and regional data privacy requirements.

“Deploying any software across over 13,000 devices globally is a challenge, but when it comes to data, there’s the additional complexity of country-level compliance,” explained Adams.

Though a complex deployment, Adams knew it would support compliance with country-level requirements including data privacy, GDPR and works council needs thanks to Carbonite’s global footprint of vaults in seven countries.

Security was paramount to the evaluation and Carbonite exceeded expectations. With 256-bit encryption, it secures data end-to-end – from the client to the vault. Daniel Brundage, Global Technical Services at OpenText said, “With Carbonite Endpoint, our data is unbelievably secure.” The team also felt its data would be better secured in Azure than on-premises.

Finally, ease of deployment was a top concern. As Carbonite is compatible with systems management solutions like SCCM and JAMF, it aligned with deployment practices already established at OpenText and simplified the deployment approach. Adams felt the learning curve was “very quick” due to the solution’s easy-to-use interface and knowledgeable support from the Carbonite team, like Brundage. Choosing Carbonite ended up being a quick and easy decision.

Given that the deployment happened while most companies were observing physical distancing recommendations during the global coronavirus pandemic, there were two keys to OpenText’s success. First, Adams found having a single URL to administer all machines “very useful” as centralized management allowed him to complete auditing and reporting while monitoring data going into the vault, all remotely.

Second, due to the sheer volume of endpoints, and in an effort to exercise an abundance of caution, OpenText carefully staggered its deployment to about 1,000 endpoints daily, leaving a couple of days between deployments to ensure any issues that came up could be addressed.

“The learning curve is very quick,” explained Adams. “It’s an incredibly advanced product.”

Some key advantages Adams found included the ability to configure the backend to automate processes, which makes onboarding new employees easy. Also, Carbonite Endpoint runs silently to users in the background – even when they are not on the VPN – and scans for changes every 15 minutes.

Along with patented client-side deduplication for greater efficiency, it offers continuous backup protection without disrupting the pace of business. After the initial, complete backup, Carbonite intelligently sends new data to the vault continuously thereafter.

Results

Since deploying Carbonite Endpoint, IT has received hundreds of hours back that were previously spent on manual installs and restores.

According to Adams, Carbonite Endpoint is the most comprehensive data protection product he has seen. The granular level of administrative features allows him to have complete control over the data.

“I’ve not had an application deployment that was so customizable for fast silent distribution,” explained Adams. “Not a single feature was missing, and we experienced a faultless deployment to over 13,000 endpoints.”

Since deploying Carbonite Endpoint, the IT team has benefited from many additional features, including legal hold and the ability to transfer assets, which isn’t restricted by computer. Perhaps most beneficial was that the team could manage backups and restores from the console as it makes it easier to support people in other countries.

In the first five months of deployment, OpenText has already completed 200 restores, and Adams said they happen nearly instantly.

"I'm confident in the product," said Brundage. "I know if someone has a question or needs support, I can go into the vault or walk them through to restore it themselves and the data is restored in less than 10 minutes."

While reviewing a report, Adams noticed an employee's last backup was 27 days previously. He soon learned the employee needed the files on his new computer after his old laptop failed. From the console, he restored the data to a folder on the employee's new device.

"The employee was in shock," recalled Adams. "He couldn't believe it when I asked him to check his desktop folder. It was like magic."

He continued, "This product isn't about collaboration, it's about confidence. It's quietly sitting there so you never have to worry. I could go two years without having to use it, but it's my favorite insurance policy. No one at OpenText will ever be in a position that they can't access a document again."

About OpenText

OpenText, the leader in Information Management (IM), enables businesses to grow faster, lower operational costs and reduce information governance and security risks by improving business insight, impact and process speed. OpenText supports 120,000 customers across all industries in over 110 countries.

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About Carbonite and Webroot

Carbonite and Webroot, OpenText companies, harness the cloud and artificial intelligence to provide comprehensive cyber resilience solutions for businesses, individuals, and managed service providers. Cyber resilience means being able to stay up and running, even in the face of cyberattacks and data loss. That's why we've combined forces to provide endpoint protection, network protection, security awareness training, and data backup and disaster recovery solutions, as well as threat intelligence services used by market leading technology providers worldwide. Leveraging the power of machine learning to protect millions of businesses and individuals, we secure the connected world. Carbonite and Webroot operate globally across North America, Europe, Australia, and Asia. Discover cyber resilience at carbonite.com and webroot.com.