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URC
UNIVERSITY RESEARCH CO., LLC

> *Now we're confident we'll keep our data safe and ensure our deliverables even in the event of a crisis in one of our field office locations.*
>
> **Jonathan Rokita, University Research Company and Center for Human Services**

At a Glance

Organization name

University Research Co. LLC, (URC) & Center for Human Services (CHS)

Industry

International Development and Research

Locations

Headquarters in Maryland, U.S.A., with 35 international field locations, including Africa, South America, Asia and the U.S.

Number of employees

1,200

Technologies

Microsoft, VMware, Dell VxRail

Data footprint

70 TBs

MSP connects global research firm with Carbonite for success

Combating Zika in South America, treating malaria in Africa and improving child-maternal care in the Philippines — Jonathan Rokita's IT team supports some of the highest-impact work in some of the lowest bandwidth locations around the world.

Rokita's teams at the University Research Company (URC) and Center for Human Services have provided IT support for research projects with USAID, the CDC, The Gates Foundation and Johns Hopkins University. They have worked with MadWolf Technologies to protect their research data for almost a decade.

"MadWolf understood our environment from the very beginning," says Rokita. "They were able to provide solutions to our unique circumstances, including working with the challenges of extremely low bandwidth, dirty power sources, infrastructure challenges and unstable governments."

One of the initial IT projects MadWolf helped URC with was centralized field office backups. The decision by URC was prompted by having endured a server failure in Guatemala and a political coup in Côte d'Ivoire that closed its local office. The goal was to reduce the risk of losing front-line research data in the case of a disaster.

"We publish our findings in peer-reviewed and open-access journals to contribute to the knowledge base and advance the conversation on innovative ways to improve access and quality of health services. We need all our data to survive so we can continue to advance our mission, despite the constant risks of theft, fires, floods and political unrest."

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MadWolf designed URC's backup infrastructure using a combination of Carbonite® Server technology and MadWolf's own disaster recovery offerings. MadWolf deployed a hybrid backup model, combining onsite backups with a centralized cloud backup system, following 3-2-1 best practice, with three copies of all data — two onsite and one offsite.

"We decided to deploy Carbonite for URC because it worked really well over low bandwidth. Some of their offices, like the ones in Niger and Ghana, had internet connections as low as 5 Mb when we started the project. We were still able to back up and recover files reliably with Carbonite," says Doug Wolfire, founder of MadWolf Technologies.

URC uses its U.S. headquarters in Chevy Chase, Maryland, as a secondary data center to back up all its front-line research data. "Now we're confident we'll keep our data safe and ensure our deliverables even in the event of a crisis in one of our field office locations," says Rokita.

"We also use our backups to demonstrate appropriate data redundancy for audits. One of my favorite features of Carbonite's backup technology is the fact that I can see when we have a safe set. So, even if there are local network issues or error messages, I know we have our data. There's no need to go back and compile incrementals in order to get to a certain point in time — all our data is there in the safe set, and it's never failed us in a restore. I like that comfort and confidence Carbonite and MadWolf give us."

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MadWolf now functions as URC's Tier 3 managed service provider and has worked with URC on multiple projects beyond backup, including fully virtualizing all its servers and migrating to Microsoft 365 for Email, SharePoint and Enterprise Mobile Security. "We were extremely impressed with MadWolf from the beginning and have included them in our list of RFP vendors ever since," says Rokita.

And Carbonite helps keep URC agile. "Carbonite support has always been very responsive, too," says Rokita. "We just love how cloud- and storage-agnostic Carbonite can back up and restore to anything, which gives us confidence and flexibility as we continue to evolve."

Contact us to learn more – Webroot US

Email: wr-enterprise@opentext.com

Phone: +1 800 772 9383

About Carbonite and Webroot

Carbonite and Webroot, OpenText companies, harness the cloud and artificial intelligence to provide comprehensive cyber resilience solutions for businesses, individual 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.