



**Organization name**  
Oswego Village

**Employees**  
130

**Location**  
Illinois

**Data footprint**  
3 TB, 12 virtual servers

**Tech brands**  
VMware, Windows 2016,  
Dell Data Domain, Dell VxRail

**Compliance issues**  
HIPAA, CJIS, FOIA

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Joe Renzetti

## Transitioning from Mozy to Carbonite: A customer Q&A

This is a condensed version of our conversation with Joe Renzetti, IT/GIS Manager for Oswego Village, a 35,000-person community near Chicago.

### Why is data protection important for you?

Our Village Clerk's office and police department have a lot of vital data — backing it all up is critical for us. Being a public entity, we're required by the Freedom of Information Act to retain data for long periods of time, and on a long retention schedule.

### Why did you decide to switch to Carbonite?

We're a small municipality and I'm an IT department of one, so I really don't have time to troubleshoot or manage a complex solution. I had been using Mozy Pro for backup for a few years, and when Carbonite acquired Mozy in 2018, I decided to reassess our options.

I looked at other backup solutions, but we really wanted a one-stop-shop company. We looked at Veeam, but they just offer a software component.

They don't have a hardware component. You must piecemeal it all together. The nice thing about Carbonite is that I didn't have to worry about any of that. It has the software, it has the hardware and it has the cloud — all at a price I was extremely comfortable with. It's a solid product for the price.

## What were the most important factors in your decision to transition?

Virtual machine support, appliance design and compression benefits.

### Virtual machine support

I wanted to back up twelve VMware machines running Windows Server 2016, both onsite and in the cloud. I worked with a personalized Carbonite implementation engineer to seed the initial data, and I was impressed with how easy the migration was.

It was much easier than I had anticipated. In the Carbonite dashboard, you choose VMware and enter in the vCenter network information and credentials, it lists your VMs and you begin the creation of your backup jobs.

### Appliance design

I liked the fact that Carbonite supplies a dedicated appliance. We back up all our virtual servers with it, including our DCs, DHCP and file servers. I have had next to no interaction with the backup appliance since we installed it. It's exactly the kind of set-it-and-forget-it backup solution I wanted.

The appliance is not joined to the domain and has accounts separate from anything used on the domain. This essentially isolates it from our network. Doing this adds another layer of security from the rest of the network. I can retrieve our data from the appliance itself, or run a VM on the appliance.

### Compression benefits

When I was transitioning to Carbonite, I thought I would need the exact same amount of appliance space as I did with Mozy Pro (a 6 – 7 TB appliance). I did end up going with a 7 TB Carbonite appliance, but the compression ratio I get with Carbonite means I am only at 60% capacity on the appliance, which is much better than I expected. So, we're actually in the sweet spot now, where we can grow our data over the next few years and not worry about maxing out the appliance. And if or when we do, we'll just upgrade the appliance.

## What was your experience of the transition like?

When we signed over with Carbonite, our customer success rep brought us through the entire process. We had several conversations, a kickoff meeting and an in-depth training. I was told we could use any hardware I already owned or purchase a Carbonite appliance. We went with the appliance for our first year, as we wanted a full-stack experience. And they worked with us to keep our price close to our old Mozy Pro price, including onboarding and migration with everything. Setting it all up took less than two hours. Honestly, it was one of the smoothest implementations I've ever been through.

### Contact us to learn more – Webroot US

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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](https://carbonite.com) and [webroot.com](https://webroot.com).