CrashPlan™ POINT LOMA NAZARENE UNIVERSITY

Case Study

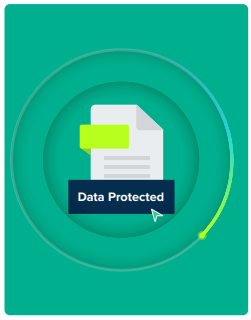
Point Loma University Ensures Faculty Peace of Mind with CrashPlan

1,000 employees | Higher Education | San Diego, CA, USA

Background

Directly under the flight path for Fightertown, USA isn't necessarily where you'd expect to find a bastion of academic peace of mind. Nevertheless, Point Loma Nazarene University has found a way to be precisely that in the picturesque hills across from Coronado Island in San Diego, CA. The private liberal arts institution, founded in 1902, needed a way to protect digital files on faculty and staff endpoints without distracting them from the work of growing San Diego's first Physician Assistant program or collecting pitching data in partnership with the local Major League Baseball franchise. Between protecting day-to-day data creation and enabling seamless device-lifecycle refreshes, CrashPlan provides serenity without anyone having to break a sweat in the Southern California heat.

Key Challenges



Protecting Diverse Data Sets

Point Loma, while also playing host to the “normal” departments and research you can expect from a private higher education institution, hosts a leading Biomechanics Lab and the first Physician Assistant program in San Diego County. As a result, the types of data created and where that data is stored varies widely. Rather than being able to mandate usage of a single centralized data-storage solution, Point Loma needed a data protection solution that could fit the needs of its users’ diverse workloads.

Unpredictable Work Locations

When we had a chance to talk with Rebekah Dan, Point Loma’s Systems Administrator for CrashPlan, she was quick to point out that some faculty members’ workplaces are a little fishy. “We have professors who do research in different exotic places on animals” and one “that [did] research on sharks recently.”

Between needing to protect field research in peril on the sea and a device’s encounter with an airplane tire (yes, that happened!) getting a solution in place to backup data in-situ was imperative.

Ensuring White-Glove Lifecycle Refreshes

In an academic institution, faculty are paramount. As a result, minimizing downtime and ensuring they have a seamless experience when swapping in-between devices was a key need for Point Loma.

Rebekah added, “Before CrashPlan, faculty were very reluctant to actually come in and get their devices life-cycled because it could take hours. They would postpone and it would create this delay in getting our hardware updated.” That’s even excluding the “risk of losing data because they were on outdated devices which could then just crash”.

“This laptop was on the workbench and it was shredded. Like, you could see layers and layers of what’s inside it.”

— Rebekah Dan

Solution

To protect all important research data at the source and enable seamless device-transitions, Point Loma has deployed CrashPlan to every device in their faculty and staff fleet. When asked about how that has gone over with faculty, Rebekah shared, “overall they love the idea that they don’t have to worry about their documents [going] missing.” By installing CrashPlan on every device, all that baseball, shark biology, and medical research data is collected and protected once every fifteen minutes. That means that the next time it’s time to replace a faculty member’s computer “they’re very surprised to hear how much time they save and how quickly they’re done” with the migration process.

By implementing CrashPlan, Point Loma has been able to fulfill the needs of the University’s Central IT Department (protecting data from loss, ransom, and destruction) while providing additional peace-of-mind to faculty and staff. Rebekah said that after the life cycle process, one faculty member “actually wrote back to let us know that he was super happy!”

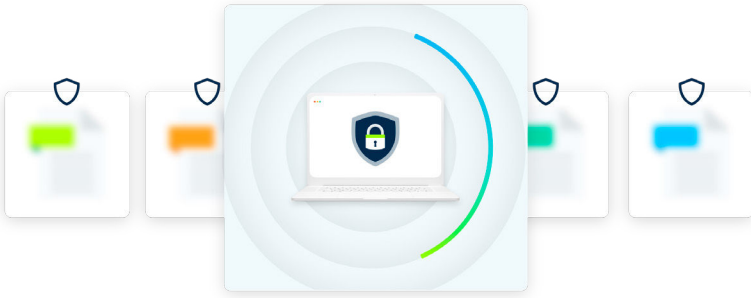
Key Use Case

While CrashPlan is useful for a simple deleted file recovery, where it saves Point Loma the most time is in their device lifecycle management process. By allowing faculty to return to work as soon as the migration has begun, CrashPlan takes a process which had taken hours per device down to a matter of minutes. When they leave the appointment faculty can already see the migration at work in the form of files appearing on the desktop and other familiar locations where they were on their old device. Rebekah added, “We just let them know that they can just head home or to their office and once the device is reconnected to wifi, the process will resume.”

No more manually copying files, accidentally missing data, or impatient unproductive faculty members.

Conclusion

By securely backing up all types of faculty and staff data to the cloud every fifteen minutes, CrashPlan enables everyone to breathe a sigh of relief. Faculty can rest securely in the knowledge that their life’s work isn’t going to disappear over the side of a boat with their laptop and the IT Department can provide a white glove device lifecycle process to faculty without the negative interactions of the past. Sounds like time for everyone to head to the beach.



CrashPlan™

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CrashPlan® enables organizational resilience through secure, scalable, and straightforward endpoint data backup. With automatic backup and customizable file version retention, you can bounce back from any data calamity. What starts as endpoint backup and recovery becomes a solution for ransomware recovery, breaches, migrations, and legal holds. So you can work fearlessly and grow confidently.

For more information, visit **crashplan.com**.