

New Tribes Mission Uses Casper™ Complete PC Backup to Eliminate Downtime Due to Disk Failure



» Summary

New Tribes Mission missionaries use Casper Complete PC Backup to prevent its missionaries from experiencing weeks of downtime and to avoid the need for its IT department to recover data from failed hard drives.

» The Situation

New Tribes Mission sends over 3100 missionaries all over the world. Many of these missionaries work in isolated regions of Asia-Pacific countries, the Amazon, and Africa. The missionaries translate the New Testament and parts of the Old Testament into the local language of the indigenous people. Having a hard drive fail is disastrous. Not only would a missionary linguist lose all his translated work, but also he would have to wait weeks for a small plane to retrieve the failed disk and return with a new disk containing the recovered data.

According to Alan Foster, Senior Technician at New Tribes Mission, he would spend 80% of his time performing data recovery. He needed a backup solution that the missionaries could use to create a fully bootable backup of their Windows system drives, including the operating system, applications, settings, and all of their data. The backup system would have to be easy to use, fast and reliable. Furthermore, using the backup to recover from a drive failure would have to be uncomplicated so that a missionary would be able to restore his laptop into working order by himself.

Key Challenges

The organization needed a reliable, fast, and complete system backup to support its laptops worldwide.

The backup and restoration solution had to be simple so that the missionary would be able to recover without IT support.



» The Solution

Mr. Foster evaluated other backup software, however, he chose Casper Complete PC Backup because it satisfied all of his requirements.

- Casper creates a clone of the Windows system hard disk, including the operating system, applications, settings, and all of the data. Creating and maintaining this backup is fast and is as easy as attaching an external USB drive.
- When a laptop fails, the missionary simply removes the failed drive and replaces it with the Casper backup drive. The laptop boots immediately from the backup replacement drive. There are no time-consuming steps for a non-tech end user to perform to return a laptop into working order.
- In addition, if a file becomes corrupted or is deleted, a missionary may access his files on the Casper backup in the same manner as on the original drive.
- Finally automatic copy verification and the ability to immediately inspect and test-boot the backup provide the missionary with peace of mind knowing that his backup will be there when he needs it.

About Future Systems Solutions, Inc.

Future Systems Solutions develops and markets innovative software solutions for the PC. Further information may be obtained by calling 800-272-5457 or by visiting the FSS website at www.fssdev.com.

"With Casper, our missionaries do not need to be PC specialists to restore their failed laptops into working order. I now spend one-tenth of the time I used to spend rescuing data. I love your product!"

Alan Foster, Senior Technician
NTM Computer Services

» The Results

Since the missionaries have been using Casper, Mr. Foster says that he now spends one-tenth of the time he used to spend extracting data from failed hard drives. There are no panicked calls from the field saying, "I made a mistake trying to restore my laptop. Now what do I do?" The whole process of creating a backup and restoring a failed laptop is simple.

New Tribes Mission has found Casper invaluable for recovering from hard drive failures, virus-infected computers, defective installations and even lost or stolen computers.

According to Mr. Foster, the missionaries really rely on Casper. Once, a missionary forgot to take his backup drive with him as he travelled to Atlanta to make a presentation. He had someone retrieve the backup drive from his home in Florida and send it to him by overnight express.

Occasionally a missionary doesn't understand how valuable it is to have a bootable backup until his disk fails. Mr. Foster recounted how one young missionary thought he would wait to install Casper as he headed off to Thailand. Fortunately, he was only as far as the Orlando airport when his laptop died. The missionary had Mr. Foster install Casper immediately and now he faithfully keeps his backups up to date.

Overall, Mr. Foster is thrilled to have discovered Casper: "It has been a tremendous help to New Tribes Mission."

