AESI Acumen Engineered Solutions International Inc. Uses Casper Secure™ Drive Backup to Ensure All Employees Back Up Data and to Save Time

» Summary

AESI Acumen Engineered Solutions International Inc. relies on Casper Secure Drive Backup to ensure employees can make encrypted backups of their hard drives and to reduce the number of man-hours IT must spend upgrading to new laptops and recovering from malfunctions.

» The Situation

AESI is a consulting firm based in Canada with clients spanning the utility, government and industrial sectors worldwide. The majority of its employees are engineers who work outside of the head office. Consequently, they rely upon their laptops and external backup drives to conduct business.

The company uses PGP® Whole Disk Encryption to ensure that confidential data remains secure. Company policy requires that all backups are encrypted also. Unfortunately, the company's backup procedure required employees to enter a second password to unlock the protected backup drive each time a backup was to be performed. According to Theresa Robinson, Systems Administrator, many employees could not remember their passwords. As a consequence, some employees would ask IT to reset the password on the backup drive, which would take up to an hour, or would simply forego making a backup all together. Compounding the problem was the behavior of the backup program which mistakenly led many employees to believe a backup was being made without the necessary password. This resulted in many employees believing they were fully protected, when in fact they had no backup at all.

Ms. Robinson needed a backup solution that met these three criteria: (1) the backup had to be as secure as the original drive; (2) there had to be no requirement to remember another password for the protected backup disk; and (3) the software had to be easy to use so that employees could perform their own backups.

Key Challenges

- All backups needed to be encrypted to stay compliant with company security directives.
- The backup solution had to work such that employees did not have to remember a separate password to unlock their backup drives.
- The backup software had to be easy to use so that employees could make their own backups.
- The employees had to have confidence that they indeed had functional backups.

Complete PC Backup Protection for Users of Whole Disk Encryption

» The Solution

Casper Secure Drive Backup creates a complete, fully-encrypted backup of a BitLocker® or PGP Whole Disk Encrypted system drive, including the operating system, applications, settings, and all of the data, in its original whole disk encrypted state. This one-step backup solution saves time and, more importantly, ensures employees remain fully compliant with data security directives.

Casper Secure Drive Backup enables complete backups to be performed easily and at any time without leaving Windows; so there is never a need for employees to stop working to create a backup. And, since accessing the backup is as easy as attaching a portable drive, the Casper Secure backup can be used as an immediate and permanent replacement for the original drive in the event of a corruption or drive failure. When a drive fails, an employee can simply boot and run the computer directly from the Casper Secure backup and return to work without delay. Since the backup drive retains the original encryption, there is no additional password required.

Casper Secure's Automatic Copy Verification technology means that employees know their backups are fully functional with no surprises that the backup has been compromised by faulty equipment.

> *"With Casper Secure, all employees are making their needed backups and remaining compliant with security directives. And the employees are happy as they can recover quickly from a drive failure by themselves without waiting for IT assistance."*
> Theresa Robinson
> Systems Administrator
> AESI Acumen Engineered Solutions International Inc.

» The Results

Ms. Robinson is pleased with Casper Secure Drive Backup's performance: "With Casper Secure, all employees are making their needed backups and remaining compliant with security directives. And the employees are happy as they can recover quickly from a drive failure by themselves without waiting for IT assistance."

Since Casper Secure has been in place, employees have had many successful recoveries from failed laptop drives. Recently, an employee used his Casper Secure backup to replace a drive that had been infected with a malicious virus and he was able to return to work with little downtime. Without the backup, he would have experienced lengthy downtime as he waited for IT to remove the virus.

And, Casper Secure Drive Backup provides IT with time-savings too. "By using Casper Secure, we save 5-6 hours when moving an employee to a new computer. The new computer is encrypted and then backed up with original encryption to an external drive, eliminating the need to encrypt the backup drive as a separate process," Ms. Robinson commented. According to Ms. Robinson, Casper Secure Drive Backup has made life easier for administration as there are no more issues with a forgotten password.

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