

Eastern Washington University Uses Casper™ Complete PC Backup to Eliminate Downtime and Data Loss



» Summary

Information Technicians supporting Eastern Washington University's satellite operations advise their clients to back up their computers with Casper in order to avoid downtime and data loss due to a hard drive failure or virus infection.

» The Situation

Eastern Washington University is a regional, comprehensive public university based in Cheney, Washington. The university has satellite offices throughout the state offering programs and classes. Although IT personnel are dedicated to supporting them, the satellite offices are geographically dispersed. Should any instructor or administrator suffer from an infected hard drive or disk failure, he or she may have to wait a long while until an IT specialist arrives to fix the computer.

Ray Roberts provides support for the university's Early Head Start Program. Many of his co-workers work from their home offices in a 6,000 square mile service area. They have no connection to the university's server that can back up their work. If a disk fails, the co-worker would lose important data needed for this federal grant funded program.

Eastern Washington University needed to ensure that every end user had a reliable and fast backup before disaster struck. The backup and recovery solution had to be simple so that personnel in the satellite offices could use it on their own without relying on IT support.

Key Challenges

The university needed a reliable and fast backup system for the computers used in its satellite offices.

The backup and restoration solution had to be simple so that an end user could restore a failed or infected computer into working order without IT support.



» The Solution

Howard Griffith, an IT Specialist in the university's Customer Support Systems, immediately thought of Casper as the solution. From his earlier computer consulting experience, he already knew that Casper Complete PC Backup would fulfill all of the university's 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.
- Casper produces a fully bootable backup that can boot and run directly from an external drive or immediately replace a failed drive. Should a computer drive fail or get infected, the user simply removes the failed drive and replaces it with the Casper backup drive. Casper completely eliminates the lengthy data restoration process required by other disk imaging and backup solutions.
- Automatic copy verification and the ability to immediately inspect and test-boot the backup provide the user peace of mind knowing that his backup will be there when he needs it. The user knows his backup has not been compromised by faulty RAM, a defective cable, a failing disk or a bad controller interface.

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.

"Using Casper Complete PC Backup simply makes good business practice. No one should risk losing valuable documents, research data, or lesson plans or experience downtime because of a failed or infected hard drive."

Howard Griffith, IT Specialist
Eastern Washington University

» The Results

With Casper, an instructor or worker no longer loses valuable time waiting for an IT specialist to fix his computer. When a disk fails, the user can power up his computer and, with a couple of keystrokes, use the Casper backup drive to return to work without delay.

Likewise, should a computer get infected with a virus or other malware and the user be unable to eliminate or disable the threat easily, he can reboot the computer with the Casper backup drive and return to work immediately. An IT specialist then can investigate and properly remove the virus or malware at a later time.

The backups can be made at any time without leaving Windows. There is no need to restart a computer or to stop working to create a backup. And the backups can be scheduled to occur automatically. Consequently, there is no reason for a computer to be unprotected.

According to Mr. Griffith, "Using Casper Complete PC Backup simply makes good business practice. No one should risk losing valuable documents, research data, or lesson plans or experience downtime because of a failed or infected hard drive."

