

# Acing Automatic Backup at Boston University

University brings hands-free, multi-platform data protection to faculty and staff



Founded in 1873, Boston University's College of Arts & Sciences is its largest academic division and the heart of the BU experience.



**What They Love**  
Hands-free data protection



**Compliance**  
HIPAA, FERPA



**Industry**  
Higher education

The College of Arts & Sciences (CAS) is the largest of Boston University's academic divisions—with 20,000 students and 1,600 faculty and administrators. Staff and faculty at CAS handle copious amounts of proprietary data from their mobile devices and desktops, including highly sensitive information subject to stringent government privacy regulations, such as the Health Insurance Portability and Accountability Act (HIPAA) and the Family Educational Rights and Privacy Act (FERPA).

The college was using Retrospect software to back up faculty and staff desktop data, but found the restore process both painful and slow. "If the user didn't know when a file had gone missing, the administrator assigned to handle the loss-related ticket would have to change tapes, go through Retrospect's catalog, and try to find a notation of the last time the file existed," said Brian Anderson, director of information technology at CAS. "It was a maddening, time-consuming process that often took days."

The restore limitations were hampering productivity. "Users might have to rebuild spreadsheets, lists or other sorts of data

sets, and if a data crash happened close to a deadline, that deadline was toast," Anderson said. "Not to mention the loss of precious intellectual property that can result when files are lost or hard drives crash."

Moreover, the lack of automation and transparency posed major problems for IT. "Instead of being automatic, Retrospect had a reminder feature for users," Anderson said. Backup depended on the user's action, but it was very easy for users to bypass the reminder and skip backing up.

## Backup without the handholding

The IT team wanted a consistent, automatic endpoint data backup solution that didn't require handholding. And with a large community of faculty and staff

### CRITICAL NEEDS

- ▶ Consistent, automatic endpoint data backup
- ▶ Data protection for mobile users on multiple platforms
- ▶ End-to-end data encryption



## BUSINESS VALUE

- ▶ Reliable and complete endpoint backup
- ▶ Reduced IT time and costs
- ▶ Compliance with rigorous security and privacy regulations

working on multiple platforms from their own devices, it needed to ensure users on-the-go were backed up at all times.

After researching several endpoint backup solutions and attending product demos, the IT team tested Code42. “We were sold,” said Anderson. The college decided to deploy Code42 on-premises, with IT hosting the servers and managing the backups in-house.

Thanks to Code42, lost data is no longer a problem. “When files get lost or a hard drive goes down, Code42 restores them quickly and completely,” Anderson said. “Code42 has users’ backs, every time.”

Anderson and his staff now spend far less time managing backups, and random file failures are a thing of the past. “With Code42, there are virtually no tickets

Code42’s seamless integration and its light-touch management have cut the college’s IT overhead costs significantly. In addition, its end-to-end encryption features, which encrypt data both in transit and at rest, enable faculty and staff to comply with privacy protocols such as HIPAA and FERPA.

The IT team found out just how well Code42 performs after an associate dean of the college had her laptop stolen. At her request, IT had only applied Code42 to her work-related files on her laptop, but not her personal folders. “When her laptop was stolen, the good news is that all of her work files were restored perfectly and swiftly, thanks to Code42,” Anderson noted. “In contrast, her intentionally unprotected personal folders were lost without a trace.”

Because Code42 performs so well, Anderson is lobbying Boston University’s leadership to install it on all of the college’s faculty and administration devices. “Code42 has gotten the college’s IT administrators out of the backup babysitting business,” Anderson said. “I sleep soundly at night because I don’t worry anymore about staff or faculty losing data.”

## “Code42 has users’ backs, every time.”

**Brian Anderson**, director of information technology, Boston University

aside from installs,” he said. “Code42 is completely automatic, it’s rock-solid, and it gives IT the transparency and ease of use that is critical for ensuring complete data protection.”



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