

# Protecting Faculty and Staff with Connected® Backup

## Higher Education

Providing IT services in an academic environment presents unique challenges. While the needs of the regular staff are similar to those in any enterprise, addressing the needs of the faculty can be complex and demanding. The tradition of independence that is so valuable in academia may run contrary to the stability and security that IT administrators strive to achieve.

Boston College (Chestnut Hill, MA) is a private university that consistently appears on lists of top US colleges. Boston College includes undergraduate and graduate schools of arts and sciences, management, law, education, nursing, social work, and theology. Their Information Technology Services group faces issues typical of most colleges.

## Protecting Knowledge

One of these issues is protecting the data on the desktops and laptops of staff and faculty. Faculty members often prefer using their own laptops. They are highly mobile, not only on Boston College's several campuses, but traveling to conferences and research facilities globally. Their computers contain information of immense value, including original research, grant proposals, and pre-publication documents. They often use specialized software installed to support their particular area of interest. Also, about 30 percent of faculty use Mac computers, a far higher percentage than for staff.

## Selected Problems

Originally, Boston College had a complicated solution that distributed backup data to local technical staff and their departmental servers, and ultimately to tape. A separate product handled backups for Mac computers. "That was difficult to manage," says Steven Hatch, Senior IT Consultant. Different locations used different hardware, and storing the backups on-site raised security issues. Also, the widely varying schedules of faculty members made arranging backup times problematic.

The director of their department charged them with finding a better backup solution. "We preferred a solution that allowed central administration of all backups, while sending the data off-site for security," says Sami Karachi, Technology Consultant Manager. Ideally, the backup solution would allow users to save their data quickly whenever they connected to the Internet, without the need for a network connection. They also sought a cost-effective solution that provided solid reporting and granular control of their configuration.



## Finding Solutions

"We examined all the available online backup services," says Hatch. From a field of about ten possibilities, they narrowed their search to three candidates before selecting Autonomy's Connected® Backup service for PC and Mac. The Connected Backup solution automatically performs backups when users connect to the Internet.

Autonomy's patented SendOnce® and Delta Block® technologies reduce the size of backups significantly saving time. Backup files are encrypted for security and transmitted off-site to secure and redundant underground data bunkers. "We appreciate that the same Connected Backup service handles both PC and Mac backups," says Hatch.

# BOSTON COLLEGE

## Organization

Boston College

## Industry

Higher Education

## Solution

Connected® Backup

*"Connected® Backup handles both PC and Mac backups."*

*—Steven Hatch, Senior IT Consultant, Boston College*



POWER  
PROTECT  
PROMOTE

Connected Backup provides the security and cost effective performance that Boston College was searching for in a solution. Automatic backups occur transparently to users, ensuring that backup happens regularly. Since Connected Backup saves data whenever the user connects to the Internet, it is ideal for faculty members traveling to conferences, working at other facilities, or during their sabbaticals.

Boston College's IT has had a number of successes in restoring critical data to faculty members. When one Mac hard drive failed, technical services was unable to recover data with their usual methods. However, the Connected Backup service quickly restored all the data to a new hard drive in the same computer. Similarly, IT was able to help another faculty member who was departing on sabbatical, by restoring their lost data to a loaner computer.

For the Boston College administrators, being able to back up both PC and Mac laptops and desktops with a single product simplifies their tasks significantly. In addition, managing all backups from a single console reduces the complexity of the backup process for both PCs and Macs. Connected Backup's extensive customization features allow administrators to implement their backup policies in detail. Administrators can configure Connected Backup to fit their individual environment and control how their backup is managed. "Connected is very thorough," says Karachi.



*“We prefer to have central administration and send backup data off-site.”*

*—Sami Karachi, Technology Consultant Manager*

The Boston College IT administrators also value Autonomy's support staff. The support staff assists with any questions that arise with Boston College's 1700-seat deployment. "They respond quickly, and are always helpful and professional," says Hatch.

## Conclusion

Boston College's IT administrators have years of experience protecting the information of staff and faculty. Autonomy's Connected® Backup product provides the ideal solution for backing up both Mac and PC desktops and laptops.

## About Autonomy

Autonomy Corporation plc (LSE: AU. or AU.L), a global leader in infrastructure software for the enterprise, spearheads the Meaning Based Computing movement. IDC recently recognized Autonomy as having the largest market share and fastest growth in the worldwide search and discovery market. Autonomy's technology allows computers to harness the full richness of human information, forming a conceptual and contextual understanding of any piece of electronic data, including unstructured information, such as text, email, web pages, voice, or video. Autonomy's software powers the full spectrum of mission-critical enterprise applications including pan-enterprise search, customer interaction solutions, information governance, end-to-end eDiscovery, records management, archiving, business process management, web content management, web optimization, rich media management and video and audio analysis.

Autonomy's customer base is comprised of more than 20,000 global companies, law firms and federal agencies including: AOL, BAE Systems, BBC, Bloomberg, Boeing, Citigroup, Coca Cola, Daimler AG, Deutsche Bank, DLA Piper, Ericsson, FedEx, Ford, GlaxoSmithKline, Lloyds TSB, NASA, Nestlé, the New York Stock Exchange, Reuters, Shell, Tesco, T-Mobile, the U.S. Department of Energy, the U.S. Department of Homeland Security and the U.S. Securities and Exchange Commission. More than 400 companies OEM Autonomy technology, including Symantec, Citrix, HP, Novell, Oracle, Sybase and TIBCO. The company has offices worldwide.

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