SYSTEMSAFE
Service Industry Case Study

NETMASS
The Safe Data Company

Data Protection for the Service Industry
with reliable, easy backup and recovery

Data Protection Needs

- Backup designed for a small business
- Automated nightly backups
- Easy point-and-click data recovery
- Helpful and knowledgable customer support
- 24/7 data availability

As a busy owner of two Comfort Keepers® franchises, Kathryn R. Murphy needed a backup service that was automatic and reliable.

THE CHALLENGE: to find a dependable, all-in-one data protection solution that is easy to manage

Company Profile. Comfort Keepers in Jacksonville, Florida, is dedicated to providing in-home care to those who need help with daily living. The goal of Comfort Keepers is to allow seniors and other adults the option to stay in their own homes (versus other care alternatives) and the company prides itself on providing care that helps to enrich lives while helping to maintain the highest possible level of independent living.

"We had six years of data totally gone, then restored the next day with SystemSafe. I just can't imagine any business owner not backing up their data. Who doesn't need SystemSafe?"

Kathryn R. Murphy
Comfort Keepers/Franchisee

The NetMass Solution

It was Friday afternoon when Kathryn Murphy got the call that no business owner wants to hear. Her main computer, a Windows XP computer the company uses as a file server, had crashed and no one in the office could access their files or data. A local IT firm confirmed that her hard drive, and all the data on it, was irrecoverable.

Kathryn Murphy is a busy woman. As a registered nurse, certified senior advisor, certified geriatric care manager and small business owner she wears lots of hats. But IT manager is not one she wears comfortably. But as the owner of two Comfort Keepers franchises in Florida, Murphy has valuable data to protect and so signed up for the SystemSafe online backup service from NetMass.

SystemSafe is an all-in-one data backup solution that includes backup software and data center storage in an easy-to-use service. SystemSafe works in the background, regularly sending important files offsite to a secure data center facility. In fact, SystemSafe had been working so quietly that Murphy had almost forgotten about it.

When Murphy returned to the office, she called NetMass and a support engineer walked her through the data recovery process. Murphy opened the SystemSafe application and selected the files she wanted to restore and immediately began to download her backup copy of data that was stored at the NetMass data center.

Murphy was able to recover everything – important financial information, customer and personnel records, all training records, every form ever created, contacts, everything. "Without SystemSafe we would have lost six years of important files," said Murphy.

"The best thing about SystemSafe is that I never have to worry about backing up every day – it's done for me," said Murphy.

SystemSafe is backup software and offsite storage in an easy to deploy backup service. The SystemSafe software allows users to select which files they need to back up, then sends those files offsite to NetMass data center facilities on a regular schedule.