SYSTEMSAFE
Small Business Case Study

NETMASS
The Safe Data Company

# Replacing Conventional Tape-Based Backups
## with a fully-automated, simple to deploy service

## Data Protection Needs

- A backup system that is easy to manage and deploy
- Regular offsite backups of critical files and data
- A replacement for the current tape backup system
- An easy, streamlined data restore process
- 24/7 data availability

Although Crystal Springs Water had a tape-based backup system in place, they found it to be difficult to manage and unreliable.

**THE CHALLENGE: to find a simple, easy to operate backup system that safely and securely protects important company information.**

**Company Profile.** The Crystal Springs Water Company is one of the largest privately-owned water companies in Texas, and provides water service to thousands of homes in the eastern part of the state. In order to protect their business, Crystal Springs knew it was necessary to protect its customer billing records, their primary source for tracking income. Although they owned a tape backup system, it turned out to be too cumbersome to operate.

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*Rebecca Mixon*
*Crystal Springs Water*

## The NetMass Solution

In November, the Crystal Springs Water Company turned to NetMass when a business partner recommended SystemSafe online backup. Crystal Spring's Rebecca Mixon was impressed by the simplicity and self-management of the service. "NetMass walked us through everything, and we started protecting our data almost immediately. After the first installation, we installed SystemSafe on four other PCs in the office without any assistance," said Mixon.

It was not long after installing SystemSafe that Crystal Springs Water experienced the benefits of reliable backup. "We experienced a major hard drive crash within weeks of working with NetMass. Our company's billing system was completely wiped out. SystemSafe online backup fully restored our applications, data, and software customizations, exactly the same as before," Mixon said. "We have actually experienced two hard drive crashes since working with NetMass, so [NetMass] has saved the day – twice!"

Mixon says one of the great benefits of the NetMass online backup service is the confidence that in the event of a disruption Crystal Springs Water can be up and running like normal with minimal downtime. "Little to no interruption in business operations also means no interruption in revenues," said Mixon. "The success of our business depends on protecting our data, and NetMass provides us with peace of mind around the clock."

*SystemSafe is backup software and offsite storage combined in an easy to deploy backup service. The SystemSafe software allows users to select which files they need to back up, then compresses these files and encrypts them before sending them offsite. On a daily schedule, user data is sent over the internet to the NetMass data center facilities, which are located in highly secure environments, with hot fail-over and offer exceptional business continuity.*