Organization name
Lake Country Co-op

Employees
750

Co-operative shareholders
40,000

Location
Saskatchewan

Data footprint
0.5 TB, 1 domain controller with file share services

Tech brands
Microsoft Windows, Hyper V, MS Office, Fortinet, Dell, HP

> **Why would we reinvent the wheel when Carbonite has a lock on it, and they know what they're doing? Their uptime is excellent, they're experts in failovers, backing up data is their specialty and they've been in this game for years.**
>
> **Chris MacAulay**

Key decision factors for choosing Carbonite Recover

- Offers more control than competitive ISP solution
- Is less expensive than in-house solution
- Provides flexible failover options that don't require spare machines or extra fees
- Delivers reliable, 24/7 phone support

Retail chain stays in control with Carbonite® Recover

Case study with Chris MacAulay, IT Manager at Lake Country Co-Op, a 35-store grocery, petroleum and home center retail network in Saskatchewan, Canada.

Why did you want DRaaS?

We potentially want to sync all the data from our grocery stores and gas stations to our administrative site here in Prince Albert. Burglaries and fires are the main threats to our stores. If we lost data in a fire or lost a desktop in a break-in, we want to be able to recover all our files so our corporate accounts aren't impacted.

We also want to make sure that, in the unlikely chance that our main administrative office was taken out of commission and we couldn't work in that building, we would be able to fail over and work from somewhere else.

What was the most important feature you wanted in a DRaaS solution?

Control. We wanted to balance having in-house control over our data with having good support from our vendor. I wanted to outsource a lot of the high-level management of our DRaaS solution, but I still wanted to feel like we had control, in the event of a disaster. For IT guys like me, the feeling of control and security are huge. We need to be in control of our data and what happens with it.

So, I wanted a DRaaS solution that:

- **Is easy to manage.** I wanted something I could set and forget, with schedules and auto jobs, but at the same time, that still allowed me to log in to a centralized dashboard and see what was going on.
- **Is well-supported.** I wanted our vendor to be accessible and helpful whenever I needed to recover data. This was really important to me because I'm the only IT guy at my company, and I wanted timely support if we had a disaster. Also, if something ever happened to me, someone else can step right in and can see at a glance what the solution is and take over.
- **Has good data retention.** I wanted a solution that worked reliably and that allowed me to do failover tests so I knew everything was set up and working as it should.

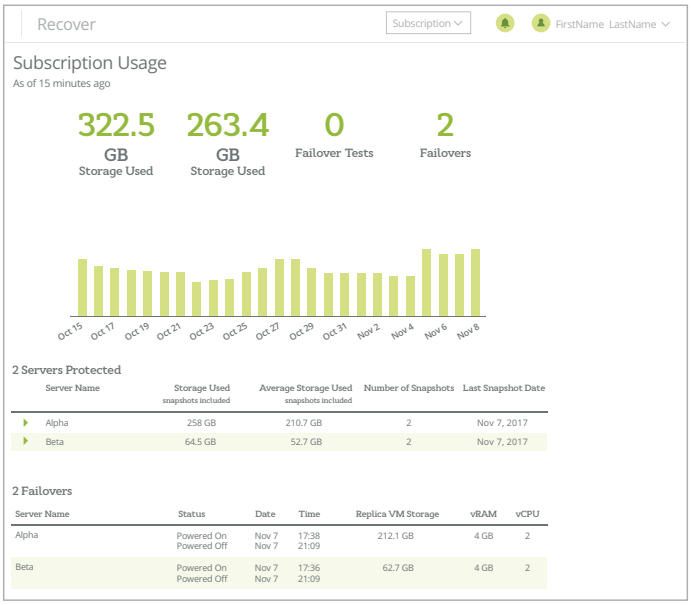
Finally, it had to be compatible with all our systems and our overall IT environment.

Why did you ultimately choose Carbonite Recover over other options?

As I mentioned earlier, I wanted enough control and visibility to be able to see and understand everything that is going on with our data. But I also wanted enough vendor support that I could turn to them when I needed to. That balance was hard to find, given the options on the market. Carbonite Recover struck the right balance between the two, which is ultimately why we chose it.

Carbonite Recover vs. another offering

We considered multiple vendors. One vendor offered something they called "disaster recovery," but the way they set it up, I would have no real control over anything — which is far from ideal when you're in the middle of a disaster. They didn't offer a control panel I could log in to and see what was going on. If something goes wrong, I really want to be able to log in and see that our server crashed, that I can roll it over, that we'll be in a recovery state for a couple of days, and then get back up and running again. I could do that with Carbonite — not with the other vendor.



Instead of offering a self-service option or 24-hour phone support, the other vendor offered a service where I just submitted a ticket when something went wrong. I would then have to rely on their staff figuring everything out and relaying updates back to me. I didn't like that level of distance. I also didn't like that every step in their DRaaS process was a separate, billable event that would have added up for us real fast.

Ultimately, Carbonite's DRaaS model fit our needs way better, allowing me to self-serve, call for 24/7 support and reduce the amount of money we'd have to pay out in the case of a disaster. With Carbonite, we can fail over, we can do bare bones, we don't need to have spare hardware lying around, I can back up to and recover anything I want and I can use their failover space for a minimal charge. Carbonite basically offers an enterprise-level product at consumer-friendly prices — which is perfect for a smaller company like ours.

Carbonite Recover vs. in-house solution

We also considered designing an in-house solution. Our main administrative building is in the same shopping center as one of our grocery stores — so we thought about running a fiber connection between the two locations and using one as a secondary site. But ultimately, we figured they were too near to each other, in case a localized disaster took out the shopping center. And the cost of cobbling together an in-house solution actually ended up being more expensive, and more time-intensive, than working with Carbonite. I had a conversation with our CFO and said, "Why would we cobble together more pieces of software and hardware to do this

in-house? Why would we reinvent the wheel when Carbonite has a lock on it, and they know what they're doing? Their uptime is excellent, they're experts in failovers, backing up data is their specialty and they've been in this game for years."

How did your installation failover testing go?

It went great — we had a slow upload speed (due to our location's internet limitations), but once we got everything uploaded, everything went smoothly. It was all pretty straightforward, especially using the control panel. It's super easy to use and lets you know the status of your servers and all the steps involved.

Also, the documentation I received after the failover was perfect. I gave it to my CFO and he was impressed with the graphs it included and how clear the scope of work was. The whole process of getting up and running probably took less than 20 hours, overall. It was an easy implementation, and the Carbonite team laid out all the steps clearly for us.

What kind of recovery speeds can you get now?

I can push a recovery into play pretty much right away. We can be up and running again in minutes. If something happens in our office, I can recover in a couple of flips of a switch and be back up and running without anyone knowing the difference.

For bare bones, we'd be back in a day — but for the recovery environment, it's minutes. For the amount that Carbonite Recover costs, it's totally worth it to get that kind of speed and security. And its price tag is really minimal when you compare it to the price tag of your data.

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About Carbonite and Webroot

Carbonite and Webroot, OpenText companies, harness the cloud and artificial intelligence to provide comprehensive cyber resilience solutions for businesses, individuals and managed service providers. Cyber resilience means being able to stay up and running, even in the face of cyberattacks and data loss. That's why we've combined forces to provide endpoint protection, network protection, security awareness training and data backup and disaster recovery solutions, as well as threat intelligence services used by market-leading technology providers worldwide. Leveraging the power of machine learning to protect millions of businesses and individuals, we secure the connected world. Carbonite and Webroot operate globally across North America, Europe, Australia and Asia. Discover cyber resilience at carbonite.com and webroot.com.