# CASE WESTERN RESERVE UNIVERSITY

"I felt I had lost years of work!"

Eric Dicken of Case Western Reserve University lost his laptop in a robbery in 2008—and with it, a number of important emails and documents. Like so many people facing the issue of data loss, Dicken's frustration quickly turned to distress as he realized that those files were likely gone for good.

The clincher was what happened next: "A few of my colleagues actually said to me, 'Oh, you didn't have Carbonite?'...and they had that sad look on their face."

## When Data Counts

Losing data is an agonizing experience for anyone, but for Dicken the consequences were especially maddening: As a member of Case Western's office of University Events, Dicken's files were used to help leverage an essential pipeline of alumni donations and support.

"My job is providing opportunities for our alumni and donors to engage with the campus," says Dicken, now the Senior Executive Director of the Donor Relations, University Events, and Presidential Protocol. Much of what he does requires the creative use of media—reaching out to donors through email and mailers, showing off the university's long memory and personal touch. Correspondence and documents are an important piece of that process.

## The Simple Answer

It was the assistant to the president of Case Western who recommended Carbonite to Dicken. He tried the service and found immediate satisfaction in its speedy and secure features. Today, Dicken's entire office uses Carbonite cloud backup, and countless other departments are on board as well. "Carbonite gives me a greater sense of comfort knowing if the data is lost, or the computer crashes, we're going to be able to retrieve it all easily and quickly," he says.

Carbonite is a popular choice across the campus for its cross-platform compatibility as well. Dicken is a Mac user in an office full of Windows towers,

**LOCATION:**
Cleveland, OH

**SPECIALTY:**
Private research university

**CARBONITE USER SINCE:**
2012

**KEY BENEFITS:**
Effortless Backup, Platform Agnostic, Easy Transitions

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and he notes that none of his colleagues have ever had an issue with backup or data restoration on either Operating System. The entire office swaps and restores their documents seamlessly.

## Total Satisfaction

Today all those files are backed up securely by Carbonite. "We try to find opportunities for stewardship," he says. "We'll build a photo book for people, for instance. There are a lot of really large files." The advantages of Carbonite are apparent on a daily basis. "It all happens magically and seamlessly in the background and I don't need to think about it," says Dicken. "It gives me a great deal of comfort knowing that I don't have to worry about my data."

And how did the service stack up the next time he lost some data? "Fortunately, Carbonite was able to restore everything for me," says Dicken. "Carbonite saved the day."

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## Here are some of his favorite features

### EFFORTLESS BACKUP

Dicken appreciates the worry-free design of Carbonite. Everything happens in the background.

### PLATFORM AGNOSTIC

Macs and PC's can share and secure their data with ease, a feature that helps Dicken run a more effective department.

### EASY TRANSITIONS

Dicken notes that he was able to restore his files onto a new laptop easily when he upgraded. Switching computers with Carbonite is a seamless experience.

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