VERITAS™

The truth in information.

Backup Exec helps a nonprofit change lives.

United Way of Pierce County

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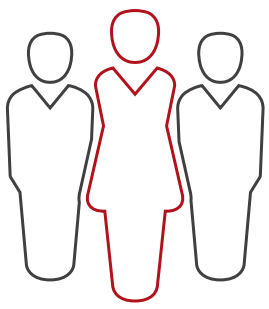
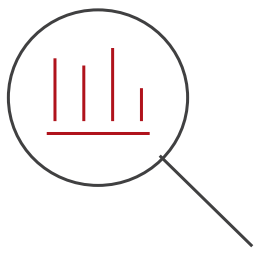


Improving lives in Tacoma, Washington.

Since 1921, United Way of Pierce County has used fundraising, volunteer engagement activities, and community-based programs to benefit Tacoma residents in myriad ways.

The nonprofit invests in the community through partner organizations, the United Way's Centers for Strong Families, and their South Sound 211 helpline.

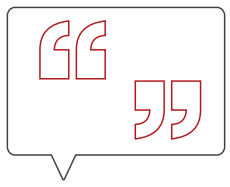
Their current goal is to lift 15,000 households out of poverty by 2028.



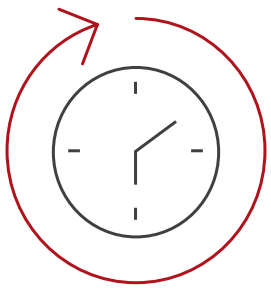
Information underpins organization's ability to make an impact.

Data analysis is essential in identifying the community's most pressing needs, as well as investments that would yield the most value.

It is also critical to fundraising and grant-writing activities.



> "If we lost this data, we would not be able to connect people with the resources they need."
>
> *— Dan McFarland, IT Director, United Way of Pierce County*

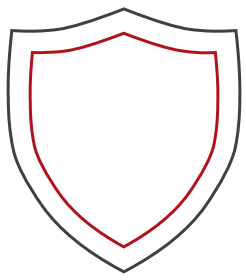


Legacy data protection: both slow and costly.

Incremental backups to tape for physical servers and Microsoft Hyper-V environment took 10 hours to complete every night.

Rising fees made the data protection software cost-prohibitive.

Worse, recovery of even a single file took hours.

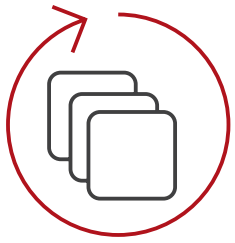


Leveraging TechSoup connection to improve data protection.

In 2002, IT director Dan McFarland began working with global nonprofit TechSoup to optimize technology solutions for the United Way of Pierce County.

TechSoup aims to unlock the power of technology for social good by providing the connections, expertise, and resources that organizations need to accomplish their missions.

Veritas™ has partnered with TechSoup to provide best-in-class data protection software for 3,265 nonprofits—and counting.

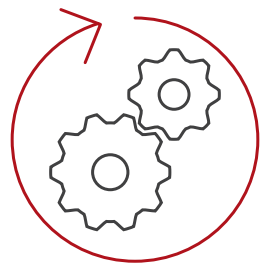


Veritas is the solution for United Way.

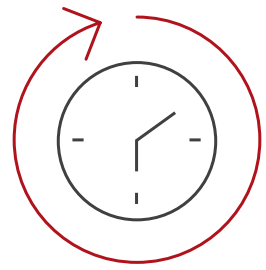
TechSoup connected McFarland with Veritas. The United Way of Pierce County implemented Veritas Backup Exec™ for data backup and recovery.

Now, Backup Exec protects approximately 700 GB of the organization's data, via primary backups to disk and secondary backups to tape.

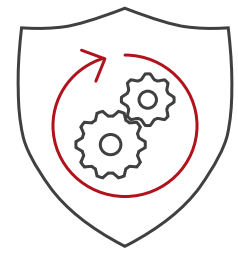
Backups: much more efficient.



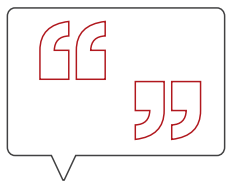
Nightly incremental backups complete in just a few hours.



Weekly full backups complete within a 24-hour backup window.

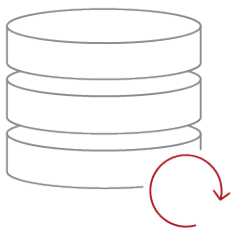


Admin time is minimal because physical- and virtual-machine backups are managed through a single pane of glass.



"It's helpful to have a unified console for managing all our systems' data protection. And Veritas Backup Exec is very, very intuitive to use."

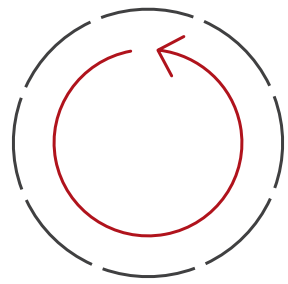
— Dan McFarland, IT Director, United Way of Pierce County



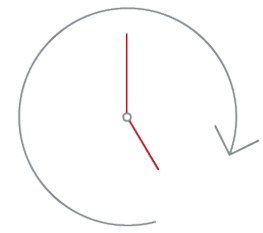
Data recovery: faster and more reliable.

McFarland often restores user data multiple times per week, primarily due to accidental file deletions.

Occasionally, he needs to restore an entire server or database.

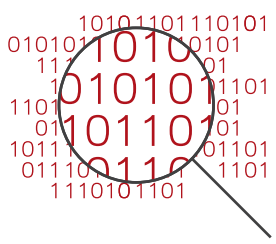


100% success rate for data restores during United Way of Pierce County's *9 years* using Backup Exec.



Under 10 minutes to restore a file vs. multiple hours in legacy environment.

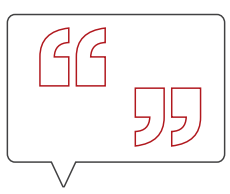
One Thanksgiving night, a hard freeze caused pipes to burst in the organization's fire sprinkler system. Backup Exec came to the rescue, and all systems were restored within three days.



Ransomware protection

A few years ago, an internal user clicked through to a site that had been hijacked in a ransomware attack. Several of the organization's shared folders were encrypted by the ransomware attack.

McFarland had no easy means of determining which files had been encrypted, and which hadn't.



> "To be safe, we restored all our files to the previous night's backup. It was an easy recovery in a situation that could have been pretty nasty."
>
> *— Dan McFarland, IT Director, United Way of Pierce County*

Better data protection translates into better service to the community.

Staff serving Tacoma's vulnerable populations can rest assured that their data and applications will be available.

> "Veritas Backup Exec is our security blanket. We have plans to avoid cyberattacks and to protect our systems in the event of a natural disaster. But our last line of defense is Backup Exec. We know our data is secure and we will be able to recover, no matter what."
>
> *— Dan McFarland, IT Director, United Way of Pierce County*

To learn more, visit Veritas Backup Exec or call us at 1 (866) 837-4827.

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