

Alzheimer's Association Stays Focused on Their Mission with Spanning Backup

Jason Assenzo and Paul Inboriboon have been working with the technology infrastructure at the Alzheimer's Association for about nine years. "We've been trying to find a cure for Alzheimer's disease. That's one of our main focuses, and then providing care and support for those that have it, and for caregivers that are supporting people that have the disease."

The Alzheimer's Association relies on its employees as well as a large base of volunteers who come in and help with anything from data entry to providing training classes or running support groups.

"You're not trying to appease shareholders or trying to make a certain profit, you're trying to help the community. And a lot of people come in with that type of mentality: let's work together and help each other. I think people come in here wanting to help a lot of people and so I think they're more open to trying things and if it will help them help do the mission, we'll give it a chance." That spirit of cooperation and collaboration makes Google Apps a natural fit.

alzheimer's 
association™

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**- Paul Inboriboon
Director of Tech Infrastructure**

The Search for Backup

Jason and Paul had several reasons to look for a backup solution after switching to Google Apps from Exchange.

"Having backup in place is the IT best practice; any critical data that we have, we should be backing up because we're ultimately responsible for it as an organization. But there are cases where a user intentionally does something that we learned couldn't be recovered by Google support, and that's when we thought we needed to find a solution to fill that gap."

"You don't throw away the solution when you find a gap, because there's still a lot of good value in the Google Apps solution. We just needed to find the missing piece - is there something in our ecosystem that can fill that gap?"

This assumption was reinforced when a user left and wiped out their mailbox. The executive director wanted it back. Jason and Paul could not have completed that request without Spanning Backup in the Google Apps Marketplace.

Evaluating Spanning Backup

It was important to Alzheimer's that not only could they recover the primary inbox but also mail drafts and mail stored in other labeled folders. Because they had recently found out the hard way that Google could not restore drafts, one of the first things they did was delete their drafts and restore them.

They also put messages not only in the main inbox but also in labels, creating different labels and then deleting everything and restoring it to make sure everything came back to the proper mailbox with labels intact. They also deleted Contacts and restored them.

With Calendar, they deleted some entries, restored the alternate calendar and then recovered the calendar entries. It all worked simply and beautifully.

Why Choose Spanning Backup?

Jason and Paul liked Spanning Backup because it fully recreates what's in Google. They've also been thrilled with how Spanning has responded to their concerns by improving the product with several new features, including the ability to add multiple administrators, which they specifically requested. "Being able to have multiple admins was huge."

"Cross-user restore was a key piece."

They've also been enjoying the auto-add new users feature. Now, as soon as someone is added in Google, they're immediately protected from data loss.

They've also had to use the cross-user restore functionality. "There was a user account renamed, and it actually spawned a whole new user account. We couldn't get the association back, so we ended up having to take the mail from the old mailbox, put it in the new one, and get rid of the old. And I think one of the features you guys had that other ones didn't was the ability to restore to a different mailbox. The cross-user restore was a key piece."

Spanning is honored to help protect the Alzheimer's Association's work so they can focus on their mission. If you'd like to know how you can help, visit Alz.org to donate, volunteer or join a local Walk to End Alzheimer's in your area. And if you're looking to protect your Google Apps data, try Spanning Backup free for 14 days to see if it's right for you.

ORGANIZATION PROFILE



Organization Size: 2,840

Industry: Nonprofit

The Alzheimer's Association's mission is to raise awareness and educate people about the disease while also serving as a resource for those afflicted and their families.

You can get involved at alz.org.

ABOUT

SPANNING BACKUP

Spanning Backup is the most complete backup and recovery solution for Google Apps and protects your Gmail, Docs & Drive, Sites, Calendar, and Contacts against user errors or an IT-related issue.

Spanning Backup is the highest-rated backup provider on the Google Apps Marketplace. Don't take our word for it - see for yourself! Try a 14-day free trial by visiting Spanning.com/try-it-now.