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- Reed Kennedy  
Chief of Projects for Pivotal IT

## Pivotal Keeps Compliant and Secure with Spanning Backup

As the company that's setting the standard for Enterprise Platform-as-a-Service (PaaS), Pivotal is committed to delivering everything companies need to create amazing applications, from platform, to backend, to consulting. Having a backup and recovery solution that keeps Pivotal compliant and safe from data loss is critical to successfully fulfilling that commitment.

### Preventing Google Apps Data Loss and Its Consequences

Google Apps has been an integral part of Pivotal's operations for as long as Pivotal has been in business. As heavy users of all the apps Google provides – Gmail, Drive, Sites, Calendar, Contacts – Pivotal's team understands that a strong backup and recovery solution is essential to preventing data loss and its consequences, such as compliance audit failures.

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“Just because you're storing data in the cloud doesn't mean that data is not your responsibility,” says Reed Kennedy, Pivotal IT's Chief of Projects. “I've never experienced data loss professionally, but I've seen enough people lose data to feel the fear.”

#### CUSTOMER PROFILE

# Pivotal™

**Organization:**

Pivotal

**Organization Size:**

About 2,000 employees

**Industry:**

Technology Consulting  
Professional Services

**Products Used:**

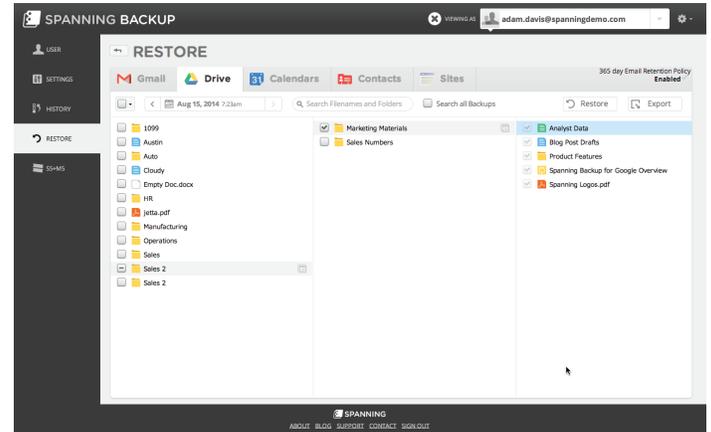
Spanning Backup for Google Apps

Pivotal is building a new platform for a new era, setting the standard for Enterprise Platform-as-a-Service (PaaS). The company's mission is to enable customers to build a new class of applications, leveraging big and fast data, and doing all of this with the power of cloud independence.

## Powerful Features, Support, and Customer Service Come Standard

Pivotal chose Spanning Backup after evaluating several different Google Apps backup solutions. “Spanning provided the best combination of features, support, and pricing,” says Kennedy. “We’re glad to know that our data is safe from data ‘oopsies’ including hardware failure and user error.”

Kennedy identifies the ability to recover mistakenly deleted Google Docs and emails as the most important feature of Spanning Backup. In addition, he has benefited from auditing Pivotal’s allocated Spanning Backup licenses, a practice he recommends to everyone. “Otherwise, you create a risk for zombie users whose Google Apps accounts have been deleted,” he explains. “This has both financial and legal implications.”



*Search and restore within Spanning Backup for Google Apps*

## Communication and Commitment Define the Spanning Experience

Kennedy reports that Spanning did an excellent job of communicating with Pivotal throughout the sales process; even more important though, “they maintained the same high level of communication and responsibility once we became a paying customer.”



He points to that high level of support as a key factor in choosing Spanning Backup as the backup and recovery solution for Pivotal. “What stands out to me most about Spanning are their reputation and communication as a company, and the features and price of their solution. Working with them has been a pleasure.”

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## About Spanning Cloud Apps

Spanning, an EMC company and a leading provider of backup and recovery for SaaS applications, helps organizations to protect and manage their information in the cloud. We provide powerful, enterprise-class data protection for Google Apps, Salesforce, and Office 365. Spanning Backup is the most trusted cloud-to-cloud backup solution for thousands of companies and millions of users around the world. Try a 14-day trial by visiting [Spanning.com/try-it-now](http://Spanning.com/try-it-now).