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St. Stephen's Episcopal School

St. Stephen's Episcopal School Counts on Spanning for Responsive, Reliable Backup

With hundreds of its students, teachers, and staff members using Google Apps for a multitude of tasks, St. Stephen's Episcopal School needs backup and recovery that simply works, with no special effort on any user's part. That's what Spanning Backup provides: easy, reliable backup for Google Apps content, along with simple, straightforward recovery of data.

From Lost Emails to Legal Obligations, the Importance of Backup Is Clear

For St. Stephen's, restoring data is a given – a necessary task that comes with working online and in the cloud. “We've been running email and file servers for a long time, and we know that restoring data is part of what we have to do, either due to accidental deletions or on orders from our attorney,” explains Brian Gray, St. Stephen's technology coordinator.

Gray cautions that organizations that forego backup and recovery of Google Apps do so at their own peril, because they can't rely on Google for data recovery if the loss is the user's responsibility. “You can't call Google's tech support and ask them to restore a critical email that was deleted last fall,” he points out. “Google protects us against system-wide catastrophic failures, but it doesn't protect us from ourselves.”

CUSTOMER PROFILE



Organization:

St. Stephen's Episcopal School

Organization Size:

150 employees, 690 students

Industry:

Private Education

Products Used:

Spanning Backup for Google Apps

Tquila is a London-based Salesforce Platinum Partner, helping global customers get the most from their investment in Salesforce, and realise a fast time-to value. By providing services that range from strategy, implementation and integration to mobile and custom app development and support, Tquila enables other businesses to transform the way they engage, and share information with their own customers, partners and employees.

Spanning Backup: Trouble-Free Technology for All

St. Stephen's chose Spanning Backup after an unsatisfactory experience with another solution that was not backing up data correctly, which the provider was slow to acknowledge and correct. By contrast, Spanning Backup has been nothing but reliable since its initial installation.

"Working with Spanning Backup has required nearly zero effort on our part," says Gray. "It just works, every day." In addition, users can restore their own data, without having to engage the school's Technology office. That's critical in an environment like St. Stephen's, where most users are not highly-technical.

"Everyone at St. Stephen's uses Gmail in one way or another," says Gray. "In addition, many teachers use Drive to review students' work, faculty and staff use Calendar to reserve meeting rooms and other resources, and students use Sites to access class materials."

The Trust Factor Is Key to the Spanning Experience

Besides providing a solution that's trouble-free, Spanning contributes one other important component to St. Stephen's backup and recovery operations: trust. The school trusts Spanning to be a responsive partner, even when everything is working smoothly.

"Spanning people answer their phones and reply to email," says Gray. "We got good and quick answers to questions during implementation, and we've not yet run into anything that we consider to be a problem with Spanning."



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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.