

Small businesses sound off on why they use Carbonite Safe Backup

Running a small business is hard work and most times, very chaotic. From overseeing daily operations to building marketing plans and forging new partnerships, a small business owner has lots of things to worry about. Backup shouldn't be one of them.

Carbonite Safe™ Backup cloud and hybrid data protection solutions are designed specifically to help small and midsize businesses protect their critical data and recover from any disaster.

"Carbonite really seems to care about our data and keeping it safe," said Winn Davis Brown, an attorney and founder of the Southaven, Miss.-based Winn Brown Law Firm. "I think that's great."

Protection from ransomware attacks

One of the biggest reasons businesses choose Carbonite Safe Backup is to protect critical data from ransomware and other computer viruses. Ransomware is a form of malware that locks up your files and threatens to render them inaccessible unless a hefty ransom is paid. But with Carbonite Safe Backup, there's no need to pay the ransom.

Just ask Adam Stroud, the information and technology support director at Sleep & Wellness Medical Associates in Hamilton, NJ. When a slow-moving ransomware virus infected some of the IT systems at the medical practice, Stroud fought back by deleting all of the infected files and restoring clean versions from Carbonite Safe Backup. The whole process was quick and painless. "I'm glad Carbonite was there," he said.

Support for HIPAA compliance

Medical, dental and insurance practices also choose Carbonite Safe Backup because it supports their efforts to comply with the Health Insurance Portability and Accountability Act (HIPAA). Carbonite Safe Backup supports HIPAA regulations and provides a Business Associate Agreement to customers who are subject to the federal law.

"Backing up your data in a safe, HIPAA-controlled environment is crucial," said Dr. Peter Dana of Watertown Dental in Mass. "That's one of the reasons why I went to Carbonite."

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Automatic backup

Sandler Dickson, a longtime real estate agent from Tallahassee, Fla., is very happy with Carbonite Safe Backup because it's easy to use and it continuously backs up his computer in the background, without him having to think about it. "Once you set up your backup, you don't have to be concerned," he said. "You know it's going to be there."

Powerful backup for a great price

Carbonite Safe Backup helps its businesses do more for less.

"You can't put a price on having your files backed up properly," said Michael Mercurio, vice president of Falcon Construction in Boston. But Mercurio appreciates the budget-friendly cost of Carbonite Safe Backup. "There are so many benefits to Carbonite. Honestly, we rely on it every day."

Friendly and helpful customer support

Our award-winning customer care team is available to help customers with any issues or questions seven days per week. Peter Cohen, the founder of Needham, Mass.-based SaaS Marketing Strategy Advisors, sometimes calls the Carbonite customer care team with questions about his account. And he's always pleased with the results.

"I recently purchased a new computer and needed help to switch my Carbonite subscription to the new system and ensure it was configured properly. The customer support folks walked me through the entire process," Cohen said. "As a solo professional, I'm my own help desk, so it's great to have the experts at Carbonite at the other end of the phone."

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