

## Remote Data Backups, Inc.



Supports clients to use Micro Focus® Connected MX to automatically back up data from mobile devices to the cloud

### Challenge

- Back up and recover data stored on clients' computers, whether they are working in the office or remotely

### Products and Services

- Micro Focus Connected MX

### Result

- Simplified the task of backing up data stored on laptops
- Removed backup bottlenecks by eliminating the need for virtual private networks and backup servers on-premises
- Minimized data loss by backing up data every 15 minutes
- Saved administrator hours per week by centralizing management



"We love saving the day. We use Connected MX to recover our clients' files from ransomware attacks multiple times a week. Connected MX makes our clients happy and our jobs easier."

– Josh Smith, Chief Technology Officer, Remote Data Backups, Inc.

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### Link to Success Story: (TBD)

**COMPANY:** Based in Colorado, Remote Data Backups, Inc. ([www.remotedatabackups.com](http://www.remotedatabackups.com)) has been helping organizations move their data off-site for more than 18 years. It provides reliable backup and recovery services to clients in the IT, health care, engineering, and financial industries, in addition to local and state governments. These services include 24x7 technical support.

**CHALLENGE:** Remote Data Backups must ensure that more than 1,000 of its clients' computers are backed up correctly. This includes computers used by individuals who work away from their offices for weeks at a time. Inefficient backup software, unreliable virtual private networks (VPNs), and faulty on-premise file servers can all create headaches backing up this data.

**SOLUTION:** Remote Data Backups' U.S.-based technical support service can remotely connect to a client's system to help them use Connected MX to recover data in the event of a hardware failure or cybersecurity incident. The software minimizes data loss in the event of a ransomware infection or hard drive failure by backing up data every 15 minutes. It also reduces the risk of data loss by transferring backups directly

to a secure data center.

**RESULTS:** Remote Data Backups' clients don't lose critical data, no matter where their employees are working. For example, many clients have used the software to recover important files after their computers have been infected with ransomware.

Connected MX also speeds up backups by removing the need for a VPN or connection to the company network and by only backing up changes to files. The backup and recovery process is also straightforward, as the software is easy to use and Remote Data Backups guides clients through the process.

**Primary software**

Micro Focus Connected MX