

CASE STUDY: MIDAMERICA NAZARENE UNIVERSITY



THE CHALLENGE

- **Legacy backup solution:** Was non-immutable and time-consuming
- **Disaster recovery:** The solution was separate to the backups, manual, and a 40% cost increase made it unaffordable
- **Compliance requirements:** Needed to adhere to FERPA & GLBA to avoid hefty fines in the event of a breach

THE SOLUTION

- **Assured Data Protection's services powered by Rubrik:** Recommended by trusted partner DataEdge Solutions
- **Fully comprehensive backup & DR:** Enterprise-grade solution at an affordable price through the Assured model
- **Excellent levels of service:** Experts on-hand 24/7/365

THE RESULT

- **More than 50% cost savings:** Compared to legacy backup & DR solution renewal price
- **24 hours per month saved managing backups:** Time now spent directly on improving student experience
- **Total confidence in restoring data quickly:** With Rubrik's near-zero RTO

ABOUT MIDAMERICA NAZARENE UNIVERSITY

MidAmerica Nazarene University is a liberal arts Christian University in Kansas offering over 40 majors in undergrad and graduate degrees. It offers a bespoke educational experience for over 1,200 students, faculty and staff.

With a focus on fostering a caring atmosphere and delivering high-quality teaching, it aims to provide students with a distinctive and enriching educational journey.

Josh Grimm, Network and Systems Administrator at the University, is part of an 8-person team led by their IT Director. The team handles everything to do with the network, systems, and database administration, along with helpdesk duties. Their main focus as an IT team is optimizing the student experience.

THE IT CHALLENGE

MNU utilized two distinct legacy solutions for backup and disaster recovery (DR). These solutions were not only inefficient, manual, and time-consuming, but also lacked immutability and were very costly.

Josh did not have confidence in the security of the university's data in the event of a disaster or an attack, especially given the need to comply with FERPA and GLBA regulations. MNU received a renewal quote with a 40% cost increase, prompting him to seek a more comprehensive backup and DR solution.

THE SOLUTION

Josh learned about Assured Data Protection through his trusted friend and advisor, Rob Didlake of DataEdge Solutions. "I consider Rob Didlake a really good friend and he's been an absolutely fantastic vendor. I try to work with Rob and Dataedge wherever I can." Rob assured him that Assured Data Protection could fulfil their compliance, backup, and disaster recovery requirements at a 50% lower cost than their previous supplier. Not only that, their backup and DR would be fully managed.

Josh attended one of Assured's Save the Data events with his IT Director, and after witnessing Assured's Rubrik-powered solutions, they were both convinced that this was the right solution for them. MidAmerica Nazarene University receives hands-on 24/7/365 support, with daily reports, and the ability to switch to a second site where all their data, IT and operations can be up and running in the event of an outage, ransomware attack or natural disaster.

On Managed Service Providers in general, Josh said: "I will be the first to admit that early in this job, I was resistant to the idea of outsourcing anything because I felt overall that it was still my responsibility and I had to be in control of that. But after seeing how the world is evolving and being convinced of the managed service offered by Assured, I was confident in their ability to be able to manage our critical data."

THE RESULT

"I really don't have to worry about backup or recovery. If there's ever an issue, I get an email or a phone call so we can take a look and get it fixed. Since I don't have to worry about it, I can give that assurance to the superiors, and they don't have to worry about it. It just makes everybody happy. Assured's attention to detail and customer service exceeded our expectations. It's hands down one of the best solutions that I've come across.

I can't tell you how much it means to us as an organization that Assured is providing such an incredible product at an affordable price. And we'll be with Assured forever, as long as they keep up this level of service."