

Pavlovitz & Fackenthal, LLC relies on Carbonite Safe Backup

In 2004, Gregory Pavlovitz and his wife decided they were through with having bosses and opened up their own small law firm in Pottsville, PA. Their firm handles everything from domestic law to probate to real estate to bankruptcies, and with their small size, they are responsible for their own technology choices.

For years, Pavlovitz used an external hard drive to back up his business files, but he was worried that he would get hit by a virus. He then started buying USB drives and saving his important files to them once a week, but it was cumbersome and he had to remember to complete his backups.

Moving on up

In 2012, Pavlovitz moved offices and needed a new computer. He made his way to Staples to find a computer that would work for his document-heavy business.

“When I purchased my computer for the office, the salesperson recommended Carbonite,” Pavlovitz says. “I told him that all of my professional life was in the computer in the form of hundreds of documents and correspondence. Thank goodness I listened to him.”

A year and a half later, the computer crashed. His client records, documents he filed with the courts and templates – the product of thousands of hours of work – were gone.

Recovering from a crash

“I was literally in a state of panic, knowing that I had been using Carbonite but not knowing if it was working,” says Pavlovitz. “I called the customer service department and they assured me, in no uncertain terms, that all of my documents were fine. I had been going on blind faith that it was working, but seeing all of my files online took quite a weight off my shoulders.”

Pavlovitz started the file recovery process as soon as his new hard drive was installed. He was able to retrieve all of his documents, correspondence, and even his favorite website bookmarks. And once the restore process was over, this new cloud champion bought an additional Carbonite Safe™ Backup subscription for his home computer.



Location

Pottsville, PA

Specialty

Legal practice

Carbonite user since

June 2012

Key benefits

Automatic, secure, affordable

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Here are some of his favorite features:

Peace of mind

Pavlovitz no longer has to worry about transferring files to a USB drive every week. Carbonite Safe Backup automatically backs up all of his new and changed files in the background.

The customer care team

When his computer crashed, Pavlovitz was concerned about his data being lost, and the Carbonite support team was able to assure him that his files were safe and walk him through the restore process.

Affordable

Pavlovitz has a limited budget and Carbonite offers data protection at a price that makes sense for him.

[Learn more about Carbonite data protection solutions today.](#)

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