



# REAL ESTATE AGENT SAVES 'CRITICAL' BUSINESS FILES WITH CARBONITE

Paul Anderson is a semi-retired real estate agent who works mainly on referrals these days. His personal computer is full real estate forms, files, documentation and images of various properties.

The computer is also home to family photos and videos of Anderson's son playing high school football. Anderson was going through the video files one day and picking out the best ones to save for posterity. That's when the trouble began.

"All of a sudden my computer locked up and all I saw was a black screen," he said. "The computer was shot. It was gone."

## Time for a new motherboard

When Anderson has computer trouble, the first thing he usually does is call an IT consultant for assistance. The consultant determined that Anderson needed to purchase a new motherboard. Anderson did so, paying about \$710 for the equipment.

But Anderson and the consultant were having trouble getting the newly revamped computer up and running. They tried repeatedly but couldn't access the files and photos that were on the machine before it went down. That's when Anderson decided to call Carbonite.

## A 'wonderful' customer care experience

When Anderson called up Carbonite's customer care team, he reached a very helpful and knowledgeable representative.

The rep promptly set up Anderson with a case number and talked him through the process of downloading all his backed up files and photos from Carbonite's cloud service. But that's not all he did.

Looking at Anderson's account, the customer care rep realized Anderson also had a second Carbonite subscription set up for his laptop. But due to

### LOCATION:

San Diego, California

### SPECIALTY:

Helping people find homes to live in

### CARBONITE USER SINCE:

2008

### KEY BENEFITS:

Friendly and Knowledgeable Customer Care Team, Speed of File Recovery, Automatic Backup

"[The service rep] was wonderful! My PC went down and he was so helpful and set up a full restore of my system."

technical issues with the laptop's configuration, Carbonite was blocked from backing up its files.

Anderson didn't realize it at the time, but his laptop had not been backed up in several months. He often uses the laptop for business travel and work on timeshare deals. The thought of not having a proper backup was out of the question.

The service rep told Anderson the exact steps to take to unblock the system. Anderson followed the instructions and very quickly, Carbonite began backing up the laptop once again. Anderson's experience with the customer care team went so well that he sent Carbonite an email expressing gratitude.

"[The service rep] was wonderful! My PC went down and he was so helpful and set up a full restore of my system," the email read. "He even checked my account and let me know that my backup subscription on my laptop had not run since July. He removed the barriers and got it running again. My data is critical to running my business, so I am very grateful for what he did for me today!"

Some of his favorite features:

---

#### **FRIENDLY AND KNOWLEDGEABLE CUSTOMER CARE TEAM**

When Anderson called Carbonite's customer care team for support and assistance, he was highly impressed with the representative who helped him solve the problem. "He deserves a raise," Anderson said.

#### **SPEED OF FILE RECOVERY**

With some guidance from the customer care team, Anderson was able to recover his files from backup quickly and easily.

#### **AUTOMATIC BACKUP**

Anderson loves the fact that Carbonite just works in the background, reliably, without him having to worry about it. "I'm so thankful that you guys are there."

**LEARN HOW CARBONITE CAN PROTECT YOUR CRITICAL BUSINESS DATA AT: [CARBONITE.COM/ONLINE-BUSINESS-BACKUP-PLANS](https://www.carbonite.com/online-business-backup-plans)**