



Carbonite in Action: **POPULAR ROMANCE NOVELIST RELIES ON CARBONITE BACKUP**

Carla Luan is a busy writer of romance, suspense and adventure novels. But you probably know her better by her pen name, [Kay David](#). She's published more than 40 popular books with titles like "Texas Hold'Em," "The Negotiator," and her latest, "[The Fallen](#)."

Carla is first to admit that she's a bit of a "backup freak." She believes the best ideas, passages and turns of phrase come only once and that's why she protects her work with Carbonite cloud backup.

"I've known writers who have lost files and had to recreate, if not entire books, great portions of books," she said. "But to try and recreate a creative process word-for-word is almost impossible."

Carla recently had some questions about her backup configuration and called into the Carbonite Customer Care Team. She was thrilled with the service she received.

“ Each step of the way I was impressed because people didn't try to give me the runaround. There was a real willingness to actually resolve the issue,” she says. “The team was great about keeping me informed of the process and touching base with me.”

Solution:

Carla is a Carbonite Personal Basic subscriber. She backs up her novels, family photos and many other digital files for \$59.99 per year.

Carbonite User Since:

December 2014

Favorite Features:

Knowledgeable, friendly and helpful U.S.-based customer support.
Using Carbonite to transfer files to a new computer is quick and painless.