

Diamond Foods shares recipe for data protection success

Combination of server and endpoint backup means stronger security and improved business continuity

Diamond Foods' Diamond of California® nuts are household staples for shoppers across the U.S. But constantly filling grocery store shelves with snacks requires intricate supply chain management that relies on critical business data, including complex spreadsheets and enterprise resource planning files, to keep production and deliveries on schedule.

"If our critical servers go down or we lose important data on employee laptops, it has a direct impact on our bottom line," says Kentrell Davis, Senior Client Support Services Analyst at Diamond Foods.

Why pair server backup with endpoint protection?

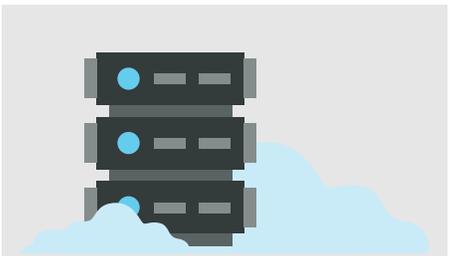
Davis argues that an effective data protection strategy must include protecting both servers and endpoints because data security is an issue no matter where data is stored. Most companies are familiar with the value of server backup, particularly in the age of increased automation. That's why Diamond Foods backs up over 40 TBs of data across more than 50 physical and virtual servers using Carbonite Server Backup:

“If critical servers go down, they can have a huge impact on business. We also have a lot of shared files on our servers. And many users accidentally delete or overwrite those files. We use Carbonite Server Backup to restore files and recover from these kinds of accidents 5 or 6 times each month.

- Kentrell Davis

Defend against human error

Like most other companies, Diamond Foods' critical files and folders don't just live on servers—they live on endpoints. And those endpoints are even more prone to human-error related accidents. "It costs a business more to lose or recover data on lost or stolen laptops than it does to protect that data," says Davis.



Organization name:
Diamond Foods

Founded:
1912

Employees:
300+

Industry:
Food/Manufacturing

Technology environment:
100+ physical/virtual servers,
350+ hardware devices

Technologies:
Carbonite Server Backup,
Carbonite Endpoint Protection,
Microsoft Windows servers
and computers

Implementation team:
Diamond Foods IT,
Carbonite customer support

Results:
Successfully restored data lost
during human-error related
accidents, employee turnover and
a crypto virus incident

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Davis relies on point-in-time restore to recover from accidental deletions.

“It also helps us maintain our institutional knowledge when employees leave,” he said. “We archive everyone’s endpoint data to ensure employee turnover doesn’t impact our business continuity.”

Recover from ransomware

Many companies think endpoint protection begins and ends with installing anti-virus software on employee laptops. Diamond Foods’ IT department knows otherwise. They have [Carbonite Endpoint Protection](#) installed on over 350 of their employees’ desktop and laptop PCs.

“There’s a big difference between anti-virus and data security. If you value your data, you need to back it up,” says Davis.

In fact, backing up endpoint data can help companies facing computer virus attacks. Diamond Foods was hit by crypto virus a couple of years ago and Davis credits Carbonite Endpoint Protection for saving the company from paying any ransom fees. Thanks to Carbonite Endpoint Protection, their endpoint backups didn’t get encrypted by the virus.

Easy management across servers and endpoints

The Carbonite Endpoint Protection centralized management system makes it easy for Davis to install and manage endpoints for employees across multiple states. “I love how easy the Carbonite Endpoint Protection portal is to use. It just works as expected.” says Davis. He added that he particularly appreciates the Carbonite Endpoint Protection ‘silent deploy’ feature, which allows him to install the software on endpoints remotely.

Davis manages endpoints for Diamond Foods and one of his colleagues handles servers. “We like to reduce our risks by spreading our risks” says Davis, “so our endpoint and server strategies complement each other well.”

“We feel fully protected with our pairing of Carbonite Endpoint Protection and Carbonite Server Backup. We put all our faith in Carbonite.”

[Learn more about how Carbonite Endpoint Protection complements traditional backup software.](#)

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With Carbonite, we know we can protect both endpoints and servers in the exact ways we need to.

- Kentrell Davis