

# AppAssure Helps Walden House Maintain Their E-mail System with Backups in Minutes

## Background

In the 39 years since it first opened its doors as a local drug and alcohol treatment center, Walden House has evolved into a national leader in developing strategies to help addicts recover and maintain their lives. Services are available in a variety of settings depending on each client's unique needs. So the staff at Walden House has its work cut out for it and right now, they treat more than 3,400 men, women and children each day. It falls to Walden House's IT Analyst, Eric Sagerdahl who uses AppAssure to make sure nothing goes wrong with any of the systems.



**"I honestly don't know how we would have recovered all the data before AppAssure,"**

– Eric Sagerdahl  
IT Analyst, Walden House

**When the director loses all the mail in the mailbox, AppAssure helps recover the data in minutes!**

Eric was looking for a backup product that would allow Walden House to backup their servers on a regular basis - not in the old model of days or weeks, but he wanted backup within minutes. While Walden House is centered in the San Francisco Bay Area, it delivers services throughout California, so Walden House needed their data quickly with as little downtime as possible. Eric needed something that was simple, reliable, and easy to test.

Fortunately for Eric and Walden House, they found AppAssure.

## Disaster Strikes

Recently the unimaginable happened: 2 separate incidences occurred where mailboxes were accidentally deleted. A director and another staff member lost all their mail in a push of a button. Eric and his team set about recovering the data pretty quickly. "I honestly don't know how we would have recovered all the data before AppAssure." Eric was able to recover everything they needed, and in the short time they had set for themselves. "Basically we got in there, opened a snapshot and then within 20/30 minutes, we were able to get all the mail back into their mailboxes, and so they were happy!"



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– Eric Sagerdahl  
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## Talking to AppAssure’s Support is Easy

Eric also notes that one thing he values about AppAssure is the fantastic support. “We’ve always been happy with the support... if you really need to talk to somebody right away, there’s always someone right there for you.” There’s no waiting in a long queue, no taking a number and getting called back. If Eric has questions, he just calls and talks to someone. And gets his answer pronto. For Eric and Walden House, having AppAssure back up all the IT infrastructure has meant that they can focus on their core mission: providing a full-continuum health care system specializing in all aspects of addiction services.

Says Eric when talking about AppAssure, “We’ve been very happy.”

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