



## Leading Provider of Robotic Surgical Systems Protects Laptop Data with Atempo Live Backup™



### Problem

Due to ineffective and infrequent laptop backup, the sales force at Intuitive Surgical suffered multiple data losses from laptop theft and hard drive failures. The loss of highly customized data stored on these machines put the company at risk for losing potential deals.

### Goal

Arm the salesforce with a continuous data protection solution for their highly customizable laptop data to allow continuous access to data and not hinder their ability to close deals due to stolen or corrupted laptops.

### Results

- Faster responses to hardware failures and lower risk of data loss.
- Live Backup requires little to zero IT management; no additional headcount necessary.
- Single instancing and deduplication keep overall storage costs down and save a significant amount of disk space.
- Storage savings to date of 95.04%.

*"In a 24-hour period, we can completely rebuild a laptop with everything a user had stored on their old machine—from applications and settings, to all data up to the moment of failure. Before Live Backup, it would take us three days to do a recovery and get a machine back in the user's hands with no guarantee of how much data we could recover."*

David Loudermilk  
IT Support Specialist III and Lead Technician  
Intuitive Surgical

[www.atempo.com](http://www.atempo.com)

### Organization

Intuitive Surgical is the global leader in the rapidly emerging field of robotic-assisted minimally invasive surgery. Since its inception, the company has consistently provided surgeons and hospitals with the tools needed to improve clinical outcomes and to help patients return to active and productive lives. Intuitive Surgical uses a dedicated outside sales force to customers located worldwide, across cardiac, urology, gynecologic, pediatric and general surgical disciplines.

### The Challenge

Unprotected laptop data put a sizable amount of revenue at risk. At any given time, an Intuitive sales manager can be working on multiple deals and the hundreds of details about these accounts are all stored on laptops. Intuitive Surgical's sales force depends on user-specific data customized to each account with detailed pre- and post-sales information used to market their robotic surgical devices. The video demonstrations and PowerPoint presentations are highly customized for each account and represent unique, irreplaceable data. Failed hard drives were occasionally sent out for repair, but at \$2k per average recovery, Intuitive set a policy of not sending hard drives out for repair.

### Characteristics of Intuitive Surgical's Environment:

- 1 Dell Server: PE2850 Dual Core Processor:
- 2.8GHz, 4GB RAM
  - 2TB SCSI storage
  - Windows 2003, SQL Servers and IIS

### The Solution

Intuitive Surgical recognized the need to protect the human capital created by their mobile professionals. "We risked losing some deals if we continued down the path of relying on our remote workforce to copy files to the file server," said David Loudermilk, IT support specialist III and lead technician at Intuitive Surgical. "Before we deployed

Live Backup there was no guarantee that employees had backed up their data or that we could even retrieve their lost data." The IT staff learned long ago that users in the field do not have time to do regular backups and even if they remember to do the backups, they don't backup frequently enough. With Live Backup, the valuable data on the sales force's laptops is automatically and transparently protected up to the moment of failure. Theft and hard drive failures no longer threaten the loss of this data.

### Results

The value of Atempo Live Backup became clear during Intuitive's exhaustive software evaluation process. One of Intuitive's test users, one of their top salespeople, had lost everything on her laptop two years prior. A week into the test deployment, her laptop died and the IT team successfully restored all the data from her machine by the next day. At approximately the same time, an Intuitive software engineer—one not in the test group—lost all of his laptop data, including 13 performance reviews that he had just completed. "He was devastated," Loudermilk said. "He had just seen us restore 100% of the salesperson's laptop data, but because his machine wasn't running Live Backup, we had no way of retrieving the lost performance reviews. He went straight to his boss and asked that his department deploy the laptop backup solution too."

Having completed the evaluation process, Intuitive decided to go live with the project, deploying Live Backup to the entire sales team and executive staff. Intuitive is now in the process of expanding their deployment company-wide, in response to employees, such as the software engineer, and departments that are demanding the same level of data protection that the sales force and the executive team enjoy. Deployment of the Live Backup solution had unforeseen benefits as well. The Live Backup file migration wizard allows Intuitive to push data back out to a designated set of machines.