

## CUSTOMER SUCCESS BRIEF:

**A new IT Executive inherited an out of compliance data back-up system due to acquisition**

**Within 90 days the entire backup environment was back in compliance with zero impact on operations**

FORTUNE 100 INSURANCE FIRM

### Industry

Financial Services

### Solution Focus

Compliant and highly cost effective backup

### Assessing the client environment

Struggling with an outdated and non-compliant backup system inherited through an acquisition, the Insurance firm called in Daymark to assess the health of the new division's backup environment to determine what was needed to ensure all systems met the strict compliance requirements of the financial services sector.

### Clarifying the client issues

Upon meeting with the technology team and evaluating their current backup process, it was immediately visible that significant issues existed within their IT architecture and the negative impact it was having on operations. Backups were primarily manual, and systems needed to be taken off line to support backup windows. To make matters worse, much of the data being backed up was redundant, consuming expensive and scarce resources and increasing storage costs. In addition to being inefficient, the restore times and data security measures in place were not compliant with the regulations of the financial services industry. And data retrieval times were unacceptable, taking many hours or even days to retrieve what should only take minutes with a properly architected solution.

### Client value

Deep experience in financial services allowed the Daymark team to quickly configure and deploy a backup solution that would accomplish the primary goal of meeting data backup regulatory requirements. As an added bonus, the built-in automated deduplication capability significantly reduced the amount of storage capability needed and therefore further reduced the cost of the deployment. By introducing new automated management functionality, the operational costs dropped significantly and backup efficiency and performance could now be easily monitored.

### Results

The entire design, configuration and deployment of over 15 backup appliances and accompanying migration was completed in under 90 days and required virtually no internal assistance from the client. Also, the new configuration allowed for nearly instantaneous failover between backup domains thereby eliminating the lag times in data retrieval for employees in case of a disaster recovery event.

The success of this engagement prompted the client to expand their projects with Daymark to further leverage Daymark's financial services and IT knowledge. Daymark is now working on improving backup processes in the client's other regions as well as preparing to migrate designated archival data to the cloud, all within financial services regulatory guidelines.