



# FORTUNE 100 INSURANCE FIRM CASE STUDY

## SUMMARY

Through an acquisition, the mutual insurance company inherited a data backup system that was non-compliant with stringent financial services regulations. Daymark re-architected the entire backup environment to ensure compliance with zero impact on operations. The new automated solution dramatically improved restore times, eliminated costly storage of redundant data, eliminated manual processes, lowered operational costs, and provided near instantaneous failover between domains for better disaster recovery.

## CUSTOMER OVERVIEW

The client is a worldwide mutual insurance company that serves over five million clients and employs more than 10,000 people across the globe. Run for the benefit of its members, the company offers a wide range of

financial products and services, including life and disability insurance, annuities, retirement plans and other employee benefits.

## 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Struggling with an outdated and non-compliant backup system inherited through an acquisition, the insurance firm called in Daymark to assess the health of the new division's backup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.

Upon meeting with the technology team and evaluating their current backup process, it was immediately clear that there were significant issues within their IT architecture creating a negative impact on operations.

## KEY BENEFITS

- Eliminated slow, manual backup processes
- Slashed storage capacity with automated de-duplication
- Provided near instantaneous failover between backup domains
- Dramatically increased data retrieval times
- Improved disaster recovery preparedness
- Reduced storage costs while increasing performance
- Ensured systems were secure and compliant with stringent financial services regulations



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.

## THE DAYMARK DIFFERENCE

We take the complexity out of your IT infrastructure. Daymark architects and implements data center infrastructure, data protection, virtualization, managed services and cloud services for businesses throughout New England. We provide deep technical knowledge, extensive experience and proven methodologies that help our clients make strategic decisions, streamline the acquisition process and successfully implement cost-effective data management infrastructure solutions.

INFRASTRUCTURE | DATA PROTECTION | VIRTUALIZATION | CLOUD & MANAGED SERVICES

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