

Stage2Data



Case Study: PARK GEORGIA INSURANCE AGENCIES

QUICK VIEW

Name:

Park Georgia Insurance Agencies (2014)
Ltd. British Columbia, Canada
www.parkgeorgiainsurance.com

Location:

6 Offices in Vancouver, Burnaby,
Richmond, North Vancouver

Product:

IBABC's Affinity Partner Approved Cloud
Backup and Cloud Disaster Recovery
(CDR)

Environment:

2 Servers
One running Active Directory Domain
Services
One running Remote Desktop Services
Session Host, TAM (Broker Management
System) and Policy Works.

Park Georgia Insurance Agencies, a member of the Park Georgia Group of Companies, was established in 1985 as an independent insurance brokerage. It has since grown into an agency with 6 locations throughout the Greater Vancouver area in British Columbia, Canada. The company provides insurance in all areas; home, travel, business, life, mortgage and more. Park Georgia's friendly, knowledgeable and professional staff is committed to offering the highest possible standards to clients. Through their associations with many highly reputable and well established insurance companies, Park Georgia is able to provide clients with insurance products tailored to their specific needs at very competitive rates.

Concerns:

A priority of the Park Georgia team is to meet and exceed the expectations of the Lloyd's of London audit team. Before the Stage2Data solution was implemented, backup was achieved through the continuous manual rotation of external hard drives. The responsibility of the external hard drives rotation fell to Winston Ho, VP Finance. Although he performed the task diligently on a daily basis it was not enough to satisfy Lloyd's auditors, nor the management team at Park Georgia. All were concerned about the integrity of the backup and recovery system.

Steps:

After a lengthy merger/amalgamation period, they focussed their time on implementing a backup and disaster plan that would meet with the auditor's requirements. It would also give the Park Georgia team some much needed peace of mind and confidence that their business continuity would not be impacted due to data loss for any reason.

Park Georgia received numerous proposals for Backup and Recovery Solutions from both local and national vendors. This included Stage2Data. They took the time to speak to each company during the evaluation period.

“In terms of restoring, I have full confidence that Stage2Data will do the job. They deal very professionally in all aspects of their business and that is appreciated.”

-Winston Ho, Park Georgia

Goals and Objectives:

Meet and exceed Lloyd's of London audit requirements
Increase internal confidence and peace of mind around Backup and Recovery
Source an affordable, trustworthy Cloud Solution
Transition to a new solution seamlessly with no business disruption

Implemented Solutions:

IBABC approved Cloud Backup with 30 daily, 11 monthly and 7 annual retentions and two copies in the Cloud for redundancy.
Cloud Disaster Recovery with a 24 hour Service Level Agreement to protect against critical server loss, malicious attack or facility loss.

“As part of the solution Stage2Data conducted a Disaster Recovery test for both of our servers. At the end of the testing Stage2Data provided us with documentation that detailed the process, time lines and final results. This documentation provides peace of mind because we know we have a viable disaster recovery plan. It will also help us with our Lloyd's audit.”

-Winston Ho, Park Georgia

At the end of the process, it was decided that Stage2Data was the best choice.

- The Park Georgia team felt very comfortable with the Stage2Data approach which was collaborative and committed to a “no pressure” process.
- The monthly payment option was attractive and realistic although the S2D backup costs more than the external drive system it was automated.
- Stage2Data is the only IBABC Approved Cloud Affinity Partner.

The Transition:

From Park Georgia's Point of View:

“Once the contract was signed, our Stage2Data contact (Jeffrey Fretz) laid out a game plan. Everything went smoothly. Our external IT company was a part of the transition and they report that the liaison between the two companies went seamlessly.” - Winston Ho, Park Georgia

From Park Georgia's External IT company Point of View:

“I give the Stage2Data team a 10/10 on the rating scale for ease, clarity, and simplicity. The transition went smoothly” - Edward Sham, Intertec O. A. Distribution

Results and Service:

- Full confidence meeting with Lloyd's of London Auditor
- Full peace of mind with Backup and Recovery system
- Company now has 7 years backup with two copies in the Cloud at an affordable monthly fee
- No expenditures on external hard drives (To maintain the same data history Park Georgia would have had to purchase 96 new external hard drives)

