Stage2Data

Case Study:
CRAIG, MCDONALD, REDDON INSURANCE BROKERS LTD (CMR)

QUICK VIEW

Name:
Craig, McDonald, Reddon Insurance Brokers Ltd
www.cmrinsurance.com
Mike Craig, Manager

Location:
Durham, Hanover, Walkerton, Mildmay and Collingwood, Southwestern Ontario, Canada

Product:
Managed Cloud Hosting Service and IBAO Cloud Backup bundle

Environment:
Pre-Stage2Data: 45 Employees, Five offices, Seven Virtual Machines (VM's) including Exchange, Applied Rating Services, Nexisys, SQL, Remote Desktop Services running on one physical host

> "We flipped the switch on a Monday and have enjoyed peace of mind around data security and hosting ever since. It couldn't have been easier."
>
> -Mike Craig, Manager/Partner

CMR is a privately held organization of motivated, creative insurance professionals that offer expertise in almost every area of business and personal insurance. Founded in 1977, CMR has grown to become one of the leading full service independent insurance brokerages in Ontario.

CMR provides an extensive line of insurance products through five offices in Southwestern Ontario.

Concerns:

CMR is a rapidly growing company that was unsure about the security and retentions of their data backups. Before partnering with Stage2Data, data backup was accomplished through manual backups using tape. Non-IT staff were responsible for the tape backups.

The CMR management team was concerned about whether the backups were secure and met industry compliancy regulations and whether staff time was being well spent doing highly technical tasks they were not qualified to perform nor comfortable doing.

Specifically, the server was a concern as it was located in one buiding leaving it vulnerable to fire/flood/theft. Additionally, concern was raised about the readiness of the company's disaster recovery plan, data protection and security.

Another primary concern was that the company was experiencing high bandwidth usage in a single office. This issue is attributed to a single server handling all day to day business activites for every office in the network.

Goals and Objectives:
- Replace manual backup process with an automated solution
- Increase confidence in compliant and secure offsite backup solution and implement a seamless and reliable Managed Cloud Hosting infrastructure
- Maximize staff time and eliminate wasted resources
- Implement system that is scalable and easy to facilitate future acquisitions

Solutions:
Managed Cloud Hosting Service & IBAO Cloud Backup Bundle

Implemented Configuration:
- Managed Cloud Hosted Service and Infrastructure
- Data backups reside in local and off-site secured and compliant Canadian data centers
- Five offices connect to Stage2Data individually
- Minimal networking required for RDP sessions resulting in ideal bandwidth distribution

" Before the transition to Stage2Data, our server was slow and down time was a concern. Once we switched over to Stage2Data's Managed Cloud Hosting we began to see the performance improvements and with Stage2Data looking after the IT side, staff were able to focus more on their core duties. "

-Matt Reddon, Partner

Steps:

After meeting with Don Purchase, Business Development Manager with Stage2Data, CMR began taking steps to transition from tape backup to the cloud. Upon delivery of the contract, CMR was surprised at the depth of the services Stage2Data included.

According to Mike Craig, "Until we saw the contract, I didn't quite realize how much value we were getting in the Managed Hosting Service with Stage2Data. The contract included virtually all the IT issues we wanted handled. When I saw that it was a very big selling feature. It was truly full featured which meant our staff would be freed from doing IT work they were not qualified for. It was exactly what we were looking for. It was an easy choice to move forward with Stage2Data."

The Transition:

When it came time to transition from tape backup to Stage2Data Managed Cloud Hosting Service, the process went smoothly as promised. The team at CMR was given a detailed description of timelines and events that would lead to the transition.

The Stage2Data team came in over the weekend and as promised the CMR team was able to literally "flip the switch" on Monday. According to Mike Craig, "The promise was that we would be up and running on Monday and we were."

Results and Service:

"Peace of mind, time savings and a high level of trust." Those are the key results CMR Insurance Brokers reports after their transition to Stage2Data's Managed Cloud Hosting Service and Backup Solution.

CMR has an extremely high level of satisfaction with the solution and rank Stage2Data service and support teams very highly.

According to Mike Craig, "The customer service has been excellent and any questions or concerns are answered in a single call to Stage2Data. The support team is highly responsive and because it's the same few professionals I speak to each time, we get to know each other. Other Brokers will appreciate having a real person on their team, someone they can trust and build a relationship with."

The CMR and Stage2Data partnership will provide a bright future of growth and business enablement while providing world class service.