

Case Study

ANGUS-MILLER LTD.

QUICK VIEW

Name:

Angus-Miller Ltd.
angusmillerltd.com

Grant Kimball: President
Susan Coleman: Administration

Location:

Saint John, New Brunswick

Product:

IBANB Cloud Backup bundle with 30 daily full backups, 11 monthly and 7 annual retentions with 2 copies in the Cloud. Cloud Disaster Recovery (CDR) to protect against serious issues such as facility loss, theft.

Previous Environment:

Tape/USB drives backed up daily and carried home with non-IT administrative staff member. Limited retentions of only a couple of weeks.

Challenges:

Not meeting Lloyd's of London Audit Requirements/Regulations

Insufficient Disaster Recovery and Business Continuity plan

No on-site IT Department

Finding a Cloud Solution Partner with expertise in the Insurance vertical

Angus-Miller Ltd. is a full service MGA with product offerings including Personal Lines, Commercial Property, Commercial liability, Commercial Auto, Professional Liability, Surety, TIC Travel Insurance, Boiler and Machinery as well as unique Hole-in-One insurance.

Challenges:

As business owners in a highly regulated industry one of Angus-Miller's main business concerns was being compliant with one of their main suppliers: Lloyd's of London. As a team they placed a high priority on moving to a data backup system that gave them assurance that their data was backed up and done in a professional manner.

Another challenge this MGA faced and wanted to remedy was their reliance on one person to manage their backups using tape/USB drives.

Without a dedicated, on-site IT department Angus-Miller felt vulnerable in the event of a major data loss. They have suffered data losses in the past in which the recovery process was not 100% successful. Their goal, in the event of a data disaster, was to be able to reach out to their new cloud partner and get assistance quickly so they could be up and running with very little downtime no matter how severe the on-site data loss.

Unique Requirements:

Meeting Lloyd's of London requirements in order to pass an external audit that involves four Lloyd's contracts with four different auditors.

Steps:

Angus-Miller was contacted by Stage2Data and they also were referred through an Insurance Broker's convention in Charlottetown.

Angus-Miller considered a few alternatives to Stage2Data including their local phone company. When the local company presented their Needs Assessment to Angus-Miller it was clear that their offering and expertise was very generic. It was apparent they did not have an understanding of their specific vertical (insurance). Angus-Miller did not want to work with a company that was offering an application that could be applied to any business, they wanted a partner with specific insurance expertise.

Goals and Objectives:

Meeting Lloyd's of London audit processes

Eliminate non-IT staff being responsible for IT functions

Business continuity in a disaster with little downtime

Peace of mind

“I'm a firm believer in sticking to what you know and outsourcing to professional partnerships where you lack expertise. I need my people focusing on the growth of our company not worried about the back end when we can partner with a company like Stage2Data and let them handle it for us.”

- Grant Kimball
Angus-Miller Ltd.

Stage2Data was chosen for its expertise in the insurance vertical, proven by its Affinity Partner title through provincial insurance associations across Canada. The Association Affinity Partner title gave Angus-Miller confidence and that played a large part in convincing them that Stage2Data was the right partner for them. Angus-Miller also spoke with another IBANB member who already signed up for the same program and were quite happy.

Reflections on IT Quote vs. Reality:

Grant Kimball says, "In our experience when we are working with outside IT companies the rule is to take what they give us as a quote and double it, then add 50%. Plus, we add in twice the time for implementation. When we worked with Stage2Data I thought this would be the case. But the exact opposite happened. The price they gave us was competitive and reasonable and they stayed true to their word on everything they offered." The project implementation was on time and exactly on budget.

Words from Non-IT Administrative Staff previously responsible for Data Backup:

As the team member responsible for Data Backup (tape) before Stage2Data, Susan Coleman self-identifies herself as a 5/10 on the IT scale. Susan was an early adopter when it came to Cloud Backup due to her experience with tapes being damaged and unable to recover data in the past.

Sue says, "I was the person carrying a backup tape for 10 years or more. I would take it home at night and carry it back in with me in the morning. It was my role to change the tape and do the backups. Our data has grown substantially over the decade. We have so much more important data to protect now. I was concerned because our server had been stolen once and we lost data previously because of the power going out. Each time we went to recover there was always some data missing.

Our data was too important to lose. I just wasn't comfortable with one person doing the backup on tape. I encouraged the team to prioritize disaster recovery not only for our Lloyd's of London audit but also for peace of mind in every aspect of data protection."

Installation and Implementation:

According to Sue, who was the point person working directly with Stage2Data's implementation team, "The process was just easy. I really didn't have to do anything difficult. They instructed me step by step on what I needed to do and I did that. It worked the first time. It was nothing complicated. Now we've stopped using tape and the new system does everything. Our level of confidence is complete."

Results:

Full confidence in passing the Lloyd's of London audit as Angus-Miller can now provide documentation of secure, encrypted off-site storage with redundant (2) copies in the Cloud, provide them with a technical Disaster Recovery plan that has been tested and fully documented to confirm compliance with their audit requirements.

Peace of Mind that Data Backup is no longer the sole responsibility of a single non-IT administrator.

Robust Business Continuity with the support and service of the proven Stage2Data team.

