



COLFIRE EMBRACES “ALWAYS ON” TECH WITH HELP FROM ARCSERVE

CLIENT PROFILE

COMPANY: COLFIRE

INDUSTRY: Insurance

EMPLOYEES: +200



Founded in 1955 as Colonial Fire & General Insurance Company, COLFIRE is the oldest general insurance company in Trinidad and Tobago.

ISSUE

The company needed a comprehensive disaster recovery and business continuity solution to reduce the risk of downtime.

SOLUTION

Adopting Arcserve UDP Cloud Hybrid, they were able to back up on premise with replication to the cloud.

RESULTS

The company centralized their strategy, ramping efficiency and and improving Recovery Point and Recovery Time Objectives all while increasing automation and reliability.

THE COMPANY

COLFIRE is the oldest general insurance company based in Trinidad and Tobago. The business takes each individual’s unique needs into account, and their products and services are a reflection of that approach.

With over 200 employees along with agents and brokers throughout the region, COLFIRE maximizes the use of technology to increase efficiency, improve services, reduce costs and enhance the delivery of their product offerings.

“Personally having worked with many companies in this sector, I can attest to the fact that COLFIRE is one of the leading insurance companies in the country with respect to technology.”

*Satish Ramadhar,
cleverrist Limited, Outsourced IT
Consultant to COLFIRE*

THE ISSUE

In the insurance industry, any downtime could expose the company to reputational risk, loss of customers and potential financial implications. The challenge COLFIRE faced was choosing the right backup solution amidst the noise.

First, the company had to ask themselves:

- Do we need on-prem, cloud, or hybrid backup and recovery?
- Should we be performing backup at an image, OS, application, or file level?
- Can recovery be done at those various levels as well?
- Do we want corporate data in the cloud? Is it safe?



Working with their trusted IT Advisor, Cleverrist, they discussed:

- From a backup and recovery perspective, the need to be aware of how an application, a service, or an entire system should be protected — at the OS, application, file, or entire system level — and whether a backup solution can be that granular and flexible.
- Which “disasters” to protect against. They could be as simple as a critical application or system failure, as complex as natural disasters or as common as data loss due to user error, corruption or malware.
- Backup windows have to be small to allow for frequent backup sets, so great change tracking, deduplication, and compression methods need to be employed. But more importantly, even shorter recovery windows.
- The backup solution needs to facilitate the ability to recover both on-premise and in the cloud, as they see fit.
- The solution needs to address their security and compliance requirements.

THE SOLUTION

The COLFIRE team began a trial of Arcserve UDP Cloud Hybrid to test if the capabilities met their needs. Arcserve UDP Cloud Hybrid is a single, unified platform for cloud backup, disaster recovery and long-term retention on premise and in the cloud. It allows businesses to simplify their infrastructure, their disaster recovery plans and close the gap between on-premises and cloud workloads.

THE RESULTS

With Arcserve UDP Cloud Hybrid, business is “always on” so critical systems and data are fully protected and available. COLFIRE experienced this firsthand: their critical systems and applications are fully protected; data is efficiently replicated to arcserve cloud without negatively impacting bandwidth; their Network Administrators have complete visibility into the Company’s data protection ecosystem to track cloud usage, schedule backups, monitor failures and get reports on the protection status of their systems. Overall, the solution is a major contributor to their overall business continuity strategy.

The trial was a success. The company moved away from tapes and their other solution and returned to Arcserve because they were a trusted, reliable and proven Data Protection and Disaster Recovery solution.

With a proper backup and recovery strategy in place, COLFIRE is confident they have partnered with the right solution provider to secure their valuable information.

“Tape backups were prone to inherent limitations such as getting stuck in a tape drive, brand new tapes being unusable, read or write errors appearing after a few weeks — and they are not necessarily the most economically viable solution. Disk and Cloud backups provided so much more automation and reliability. Making the switch has brought us new opportunities and allows us more time and resources to focus on other goals.”

*Jason Dyer,
Assistant Manager Information
Technology at COLFIRE*

“COLFIRE has had a long successful history with Arcserve, so making its way back was a very happy reunion.”

*Satish Ramadhar,
cleverrist Limited, Outsourced IT
Consultant to COLFIRE*



For more information, please visit www.arcserve.com