



“ MIMIX ha Lite provides us with a great deal of peace of mind. For example, when a hurricane is bearing down on us we have a number of professional responsibilities and priorities as well as our personal responsibility to protect our families. MIMIX ha Lite significantly reduces the time required to satisfy our professional responsibilities, giving us the time we need to look after our loved ones. ”

–Patrick Stetchman, Data Center Operations Manager, Bristol West Insurance Group

BUSINESS PROFILE

Company name:

Bristol West Insurance Group

Headquarters:

Davie, Florida - USA

Industry:

Insurance

Revenues :

\$410 million (US) Annually

Employees: 1,300

Business Environment:

- Provides comprehensive auto insurance coverage to customers across the United States
- Policies are sold exclusively through independent agents and brokers
- Focused on providing agents and brokers with leading edge tools for swift, superior customer service
- Relies heavily on IT systems to conduct new business, process payments and administer claims
- Responsible for more than a half million active auto insurance policies

Implementation Team

MIMIX® Solution Services

MIMIX Products:

MIMIX® ha Lite™

Critical Issue

Headquartered in southern Florida, Bristol West Insurance Group knows that the region's annual hurricane season could be a real threat to its business. If a powerful storm were to take out its IT systems, Bristol West would be unable to conduct business and could lose substantial amounts of revenue for every hour of downtime. It required a solution that could weather any storm to keep its business up and running.

Results

- Business operations protected against the threat of hurricanes and other causes of unexpected IT outages.
- Vital business data protected against loss in real time.
- Planned downtime for routine server maintenance eliminated for substantial productivity boost.
- Compliance with Sarbanes-Oxley provisions for secure data retention and access.

Technologies

- MIMIX® ha Lite™
- CSC Inc.'s POINT policy administration application
- Production Machine: IBM® iSeries™ Model 825
- Remote Backup Machine: IBM® iSeries™ Model 825

Business Challenge

Bristol West Insurance Group began providing automobile insurance to customers in Florida more than 30 years ago. Today, it is one of the nation's leading insurance providers, selling policies exclusively through a network of thousands of independent agents and brokers.

Bristol West employs a multi-tier IT system that enables independent brokers and agents to access its customized POINT policy processing application that resides on its IBM iSeries server in Davie, Florida. The POINT application provides agents with the full range of functionality they need to research policy data, provide rate quotes and enroll new customers. It also provides existing Bristol West customers with the convenience of paying their premiums online.

To protect the mission critical data on the Florida server, Bristol West created daily tape backups which were then flown to another iSeries server at its facility in Independence, Ohio. Although Bristol West did have a tested recovery strategy, it left the company vulnerable to potentially lose as much as two days worth of business data and dozens of hours to recover operations should an unexpected outage strike. With the passage of as many as four hurricanes across Florida in a single season, Bristol West knew this strategy was no longer acceptable.



Solution

Bristol West conducted a comprehensive search for a high availability solution that could minimize both planned and unplanned downtime. Every major HA solution on the market was evaluated for performance, price and its ability to meet the unique needs of Bristol West's IT environment. Bristol West selected Lakeview Technology's MIMIX® ha Lite™ solution.

"We decided MIMIX ha Lite was the best solution out there and its performance has proven us right," said Patrick Stetchman, Data Center Operations Manager for Bristol West. "Our recovery time has been slashed to a fraction of what it was, our vital data is protected against loss and we can be confident as we head into hurricane season. We couldn't be happier with the results."

Under its previous backup method, it could take a considerable amount of time to recover operations for the critical POINT application during an unexpected outage. Now that MIMIX ha Lite replicates the application in real time, Bristol West can simply switch production operations to its backup server in Ohio in a matter of minutes. That's a breakthrough improvement in an environment where an hour of downtime can cost a substantial amount of money.

The benefits of MIMIX ha Lite extend to other issues facing the company, such as the impact of the Sarbanes-Oxley Act. MIMIX ha Lite delivers proven protection that helps Bristol West comply with provisions for the secure retention and easy access to core business data mandated by Sarbanes-Oxley. In addition, planned downtime for routine tasks like server maintenance and software upgrades can be eliminated for a substantial boost in productivity.

MIMIX ha Lite is also easy to use and manage. Its self-monitoring and self-healing features automatically find and fix issues so administrators can spend their time on other projects. In fact, it is so easy to use that Bristol West's IT team successfully performed its first switch test without any assistance from its MIMIX Solution Services professional.

"He called and asked if we were ready for the test and I told him it was already done. And that it went perfectly," said Stetchman. "There's no guesswork with this solution. Most of the time it fixes itself and when it doesn't it tells you so."

Stetchman emphasizes that he was particularly impressed with the performance of Lakeview's implementation team.

"They were always there to help us, even on nights and weekends as it fit our schedules. That kind of dedication to customer requirements makes everything so much easier," he said.

For more information on MIMIX ha Lite, visit www.MIMIX.com/haLite.