

## Case Study: Insurance Agency Goes from Server Crashes to Secure Backup and Seamless Continuity

For over 30 years, Strachota Insurance has been providing personal, commercial and employee insurance coverage for Temecula Valley residences and businesses. Over five years ago, Strachota's management team realized they needed a reliable onsite and offsite backup system to protect their client data and offer improved business continuity.

"We not only wanted to follow the strict insurance regulatory guidelines," said partner Steve Blum, "but we wanted to be assured that if our computer system was to go down, our staff would have access to the data they needed to help their clients." Strachota turned to their current IT provider, Proactive Networks, for a solution.

Proactive Networks, a local Southern California IT Managed Service Provider (MSP) who has been specializing in IT services and computer networking support for insurance agencies since 1998, performed a comprehensive analysis of Strachota's business continuity and backup needs.

Michael Curry, Proactive Networks' founder, met with Strachota's management team and proposed that Strachota utilize Proactive Networks' ProBackup continuity service, based on the agency's particular needs for data recovery and protection. The agency had a few experiences in the past where their servers had been down for up to 24 hours, and the company realized that they needed a solution to keep their servers running. Proactive Networks has over 30 insurance agency clients using the ProBackup service.

### About ProBackup:

ProBackup provides a number of advanced features which make it an "all-inclusive" backup solution. Some of these features include:

- **Onsite and Offsite backup:** ProBackup is a comprehensive disaster recovery solution that handles onsite and offsite backup and recovery needs. The ProBackup solutions include an onsite server as part of the service, which stores the entire server image, including the operating system, in 15 minute increments. By backing up every 15 minutes, individual files and folders, or even the entire server, can be restored to the last 15 minute backup, rather than having to restore to the previous day's backup.
- **Multiple XO-compliant data facilities:** ProBackup also ensures that all server data is backed up to multiple XO-compliant data facilities throughout the United States. ProBackup gives business owners an added level of data security and reliable data storage, with an all-in-one solution for onsite and offsite data protection.
- **Server Virtualization:** ProBackup also offers server virtualization in case a server is down or being replaced. In that event, since the entire server has been backed up, an additional feature allows the server to be temporarily virtualized on the backup device until the original server can

be repaired or replaced. This feature greatly increases uptime and minimizes the costs associated with company-wide server outages.

**Implementation:**

Proactive Networks shipped and installed Strachota's backup server within 2 weeks. The new service provides local and offsite backup protection for all of Strachota's internal servers. This arrangement delivers the maximum level of protection and ensures business continuity.

"It's essential that our services are properly protected internally, for fast restore, but also externally for offsite retention," said Strachota partner Steve Blum. "ProBackup does all of this, and we don't have to worry about it anymore."

"Proactive Networks and their ProBackup system have been a significant benefit to our business," said Steve Blum. "ProBackup gives us the ability to restore a particular mailbox or even specific e-mail from our Exchange Server. All of our data is securely backed up, quick to recover, and easy to find when we need it."