LIGHTBOUND®
DISASTER RECOVERY **AS A SERVICE**

CASE STUDY:
ARLINGTON / ROE

When Providing Peace-of-Mind is Your Business

Arlington/Roe is a managing general agent and wholesale insurance brokerage firm that has developed a strong reputation based on honesty, integrity, respect, and trust for over 50 years. They work with insurance carriers to resell specialized coverage to independent agents. Arlington/Roe is a family-owned company with many assets to protect – including terabytes of customer data, financial applications, custom applications, and, perhaps most importantly, the trust of their customers and their customer's customers.

A data center outage is arguably more expensive for a financial service organization than any other business. The industry is heavily regulated when it comes to handling information, and institutions must be able to demonstrate that they are taking appropriate measures to protect sensitive customer data.

The team at Arlington/Roe has always taken data security very seriously, but technology evolves over time and so did their needs. As they looked to transition their customer and document management systems over to a cloud-based system for better integration and flexibility, the time was right to also evaluate their data center and disaster recovery needs to ensure that they would fully support the new business process systems.

"OUR BUSINESS IS ALL ABOUT TRUST, AND OUR MOTTO IS 'DO THE RIGHT THING.' IN TODAY'S ENVIRONMENT, WE NEED TO FEEL CONFIDENT ABOUT WHERE OUR DATA IS STORED AND HOW WELL IT IS PROTECTED. WE CAN'T HAVE ANY DOWNTIME FOR OUR CUSTOMERS THAT WOULD RESULT IN A LOSS OF THEIR TRUST. WE NEED A PROVIDER WE CAN DEPEND ON 24 HOURS A DAY, 7 DAYS A WEEK, AND 365 DAYS A YEAR."

THE NEED:

With this in mind, the IT team at Arlington/Roe started on a lengthy journey of exploring potential partners that could meet their needs. While disaster-recovery-as-a-service and preventing potential downtime was their primary goal, they quickly realized that updating their development and production environments would also be needed to support their growth.

While their goal was to move more of their data offsite where it could be in an environment with top-notch redundancy and backup power, the ideal location of the data center would still be someplace close to home where they could maintain oversight and on-site control. A local partnership seemed most promising to meet their needs, which helped them narrow down potential vendors and attracted them to LightBound.

THE SOLUTION:

LightBound started with those requirements to develop a custom solution that uniquely fit their business needs and helped them creatively cut costs. They recommended Disaster Recovery as a Service, powered by Zerto's Virtual Replication, coupled with LightBound's local datacenter and 24x7x365 support.
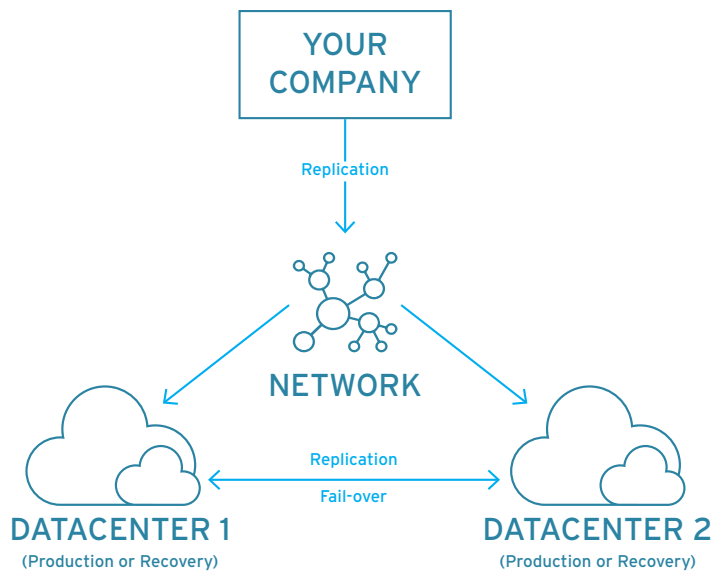
This solution met all of their needs and would position them well for future growth, but, ultimately, Arlington/Roe selected LightBound as their service provider because they trusted their expertise and responsiveness. The team felt confident that their customers' data would be well protected and secure.

"WE HAVE HIGH EXPECTATIONS FOR OUR SERVICE PROVIDERS BECAUSE OUR CUSTOMERS ALSO HAVE HIGH EXPECTATIONS. WE MUST HAVE OUR MISSION-CRITICAL APPLICATIONS UP IN MINUTES. WHEN VENDORS HAVE SIMILAR OFFERINGS, WE GO WITH THE ONE WE TRUST TO BE A TRUE PARTNER. WITH LIGHTBOUND'S SOLUTION, WE FEEL CONFIDENT IN OUR DISASTER RECOVERY EFFORTS, BUT, MORE THAN THAT, WE NOW HAVE A TRUE BUSINESS PARTNER THAT WILL SUPPORT OUR FUTURE NEEDS AND GROWTH."

HOW IT WORKS

LightBound's Disaster Recovery as a Service provides continuous data replication, allowing the datacenter to recover within minutes. In fact, it delivers recovery point objectives (RPOs) of seconds, which means extremely minimal data loss. In terms of Recovery Time Objectives (RTOs), all of the networks, applications, and servers are available to users and customers in a matter of minutes. The solution also captures all changes with continuous block-level replication. This is more efficient for keeping up with fast-paced change and also contributes to minimal data loss. LightBound effectively recovers applications while maintaining write-order fidelity. Having several recovery points provides options for failbacks that ensures the best possible outcomes.

"LIGHTBOUND'S SOLUTIONS GIVE US PEACE OF MIND. WE CAN TEST THAT EVERYTHING IS WORKING AS IT SHOULD IN JUST A FEW CLICKS. WE KNOW OUR DATA AND APPLICATIONS ARE PROTECTED AND ARE NEVER VULNERABLE. IT'S ALSO VERY SIMPLE AND ISN'T A DRAIN ON OUR TEAM TO MANAGE."

YOUR COMPANY

Replication

NETWORK

Replication

Fail-over

DATACENTER 1
(Production or Recovery)

DATACENTER 2
(Production or Recovery)

With LightBound, unlike other solutions, automated failover and failback is easy to execute with just one click. If there were a ransomware attack, LightBound allows Arlington/Roe to restore data and applications in minutes to just seconds before the infection, resulting in minimal data loss and downtime. The entire solution provides peace of mind, knowing that there is an executable recovery platform for networks, servers, databases, and applications to minimize or eliminate downtime. In addition to these features, the solution is also easy to test. DR testing can be performed at any time, with no disruption to the production environment. Data and applications remain protected and available at all times. It's also easy to produce detailed recovery reports that fulfill strict financial regulations regarding data security.

"IT'S A GREAT SOLUTION FOR US. WE'VE RUN FULL DR TESTS THAT WE NEVER COULD HAVE BEFORE. WE HAVE SO MUCH MORE VISIBILITY INTO WHERE OUR DATA IS AT ANY MOMENT. WE FEEL REALLY CONFIDENT IN OUR ABILITY TO RECOVER IF NEEDED. WITH OTHER SOLUTIONS, TESTING WAS SO COMPLEX THAT YOU COULDN'T REALLY TEST, SO YOU NEVER REALLY KNEW WHERE YOU STOOD."

BUSINESS PARTNERSHIP

Because the transition to LightBound's services is aligned with Arlington/Roe's transition to their new document and customer management system, the implementation has been somewhat unique and lengthy. Data needs have scaled as the initial testing phase has moved into user acceptance testing and will increase further as the system goes live. Team members from LightBound have been on calls with Arlington/Roe and their business systems vendor, ensuring that performance is where it needs to be every step of the way.

"THE PARTNERSHIP IS REAL. WE'VE HAD LACKLUSTER RELATIONSHIPS WITH OTHER VENDORS, BUT LIGHTBOUND IS DIFFERENT. THEY FEEL LIKE A PART OF OUR TEAM AND HAVE REALLY WORKED WITH US THROUGH OUR UNIQUE NEEDS AND LENGTHY TRANSITION. THEIR EXPERTISE HELPS MY TEAM AND I FOCUS ON WHAT WE NEED TO DO BECAUSE WE CAN TRUST THAT LIGHTBOUND HAS THEIR SIDE COVERED."