



a higher level of  
managed IT services

**Case Study:**

## Family Insurance Solutions: Safeguarding Information in the Event of Disaster

The insurance industry, with its wealth of highly confidential customer information, is among those most at-risk from a breach in the security of critical information systems. Ian James, Director of IT for B.C.-based Family Insurance Solutions, has witnessed the effects of a critical system failure firsthand and has learned from the experience.

Family Insurance provides private auto and residential insurance in British Columbia through more than 100 brokers, conducting over \$50 million in business each year. The company distinguishes itself by improving the operational efficiencies of its broker network through its industry unique, real-time point-of-sale system built on automated workflow applications. This brings significant value-add to the broker but, for Family Insurance, there are few manual workarounds to support policy issuance and maintenance in the event of a system failure.

That happened at Family Insurance, leaving the company faced with a significant disruption in business that affected service to brokers for the better part of a day. It was a wakeup call to the firm's senior executives.

After the incident, Family Insurance turned to Fusepoint, a SAVVIS company to implement an offsite recovery strategy that now replicates all of Family Insurance's critical systems offsite. In addition to the reassurance the business continuity plan offers from a technical perspective, it also outlines a step-by-step procedure that allows staff to make rational decisions at a time that could potentially be one of duress.

Family Insurance, in partnership with Fusepoint, has taken an incremental approach to their business continuity planning, giving the company maximum flexibility in meeting its individual security needs.

**Objectives:**

- Provide a secure hosting solution that builds broker confidence in Family Insurance's real-time point-of-sale system
- Ensure zero downtime for Family Insurance and its broker network
- Establish a comprehensive disaster recovery and business continuity plan in the event of service disruption

**Results:**

- Seamless network migration to Fusepoint's state-of-the-art data centre
- Successfully delivered a secure, scalable IT infrastructure
- 100% uptime for customer and its broker network
- Family Insurance fully prepared in the event of service disruption or system failure

**Strategic Approach:**

- Host and manage IT business infrastructure
- Collaborate with Family Insurance to implement offsite critical system recovery and business resumption strategy
- Support critical e-business infrastructure and IT staff with 24x7 technical support

To find out more, please visit our Web site at:  
**[www.fusepoint.com](http://www.fusepoint.com) or call 1.877.387.3764**



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INSURANCE SOLUTIONS

**What Family Insurance had to say**

"It's absolutely essential that we keep our systems up and running because they enable all of our underwriting decisions to be made in real-time. Fusepoint, a SAVVIS company provides us with a complete disaster continuance and business continuity program and, most importantly, with peace of mind."

**Ian James,**  
Director of IT,  
Family Insurance  
Solutions Inc