



▶ **PLAN** THE STEP BY STEP ACTIONS YOUR ORGANIZATION WILL FOLLOW DURING A CRISIS



▶ **PROTECT** YOUR COMPANY'S CRITICAL INFORMATION



▶ **COMMUNICATE** CONTINUOUSLY WITH YOUR CUSTOMERS AND EMPLOYEES DESPITE ANY THREAT

○ PLAN | ○ PROTECT | ○ COMMUNICATE

Customer focus



E-ternity Assists Travelers Guarantee in Achieving Compliancy with Disaster Recovery Requirements

Travelers Guarantee Company of Canada Chooses E-ternity to help Address Information Availability Challenges

Travelers Guarantee Background

Travelers Guarantee Company of Canada is a Canadian surety bond and specialty insurance provider, and a member of The St. Paul Travelers Companies, Inc. The company was created through the purchase of London Guarantee Insurance Company, and officially launched on January 1, 2003.

In addition, the operations of Northern Indemnity, Inc. have been integrated into Travelers Guarantee, facilitating our ability to offer surety products both domestically and around the globe. More information about Travelers Guarantee Company of Canada can be found at:

www.travelersguarantee.com.



plan. protect. communicate

www.e-ternity.ca

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Michael Aaron, *Managing Director Services, E-ternity*

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Rob Girard
Manager, Infrastructure Services
Travelers Guarantee Company of Canada



Audit Results Meant Action Needed to be Taken

Back in April of 2005, Travelers Guarantee faced a daunting task: implement a comprehensive disaster recovery solution by September 1, 2005. A recent internal audit recommended certain modifications be made to the organization's current recovery process, and the objectives were set to address these requirements as soon as possible.

Travelers Guarantee has major offices in Toronto, Vancouver, and Montreal, and the company wanted to ensure continuity of their business operations if any of these locations were faced with power outages, fires, floods, or other threats. “Our internal auditors felt that our disaster recovery protocol required attention in order for us to continue to deliver the proper service levels to our valued customers,” stated Tom Ioannou, Vice President of Information Systems for Travelers Guarantee.

Travelers Guarantee explored a number of different options, from outsourcing the entire project to bringing it completely in-house. After meeting with *E-ternity*, they concluded that with *E-ternity's* assistance, the best option for them was to manage the infrastructure themselves. “It was clear after our first meetings with Travelers Guarantee that their IT team had the expertise to manage this environment in-house,”

said Guy Netaneli, *E-ternity's* Manager of Data Integrity Services.

After an in-depth review of the different options, Travelers Guarantee felt the *E-ternity* solution achieved all of the objectives set forth at the beginning of the project, while delivering the best overall value at the same time.

Protection of Critical Data was the First Priority

Toronto serves as St. Paul's primary IT centre for the Canadian Operations, and both the Montreal and Vancouver locations have their own infrastructures. These offices all represented single points of failure that could cause significant interruptions in business operations. The goal for Travelers Guarantee was to integrate all three of these offices so that in the event of an outage, another office had the ability to take over and continue to serve the business. This meant considering real-time failover scenarios for their critical applications, while also performing remote backups to get their critical data offsite each and every day in an effective manner.

A Comprehensive High Availability Solution

E-ternity worked closely with Travelers Guarantee to come up with an end to end high-availability solution. This solution centred around **EMC's** industry-leading Clariion Storage Area Network (SAN) solution and **IBM's** revolutionary BladeCenter blade server technology. These platforms were complemented by some of the most prominent software solutions in IT today including **VMware's** virtualization software, **EMC/Legato's** RepliStor Data Replication software, and **Asigra's** Remote Backup software. Finally, the locations were all linked together via a Wide Area Network Solution from **TELUS**.

“To Travelers Guarantee's credit, they saw the bigger picture,” began Michael Aaron, Managing Director of Services for *E-ternity*. “While some organizations tend to plug small hole after small hole in hopes of addressing a larger problem, Travelers Guarantee had the foresight to approach this situation with the intention of achieving their business continuity goals with an enterprise-wide approach.”



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Rob Girard
Manager, Infrastructure Services
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The Business is Well Protected

With the help of *E-ternity*, Travelers Guarantee Company of Canada has a redundant, resilient infrastructure in place. As a result of this implementation, Travelers Guarantee has:

- Physically consolidated their server infrastructure through the new blade server and virtualization solutions, allowing them to manage fewer devices in their environment.
- Centralized their corporate data with the SAN solution, allowing them to manage their complete data set with ease, while still allowing LAN access for the branch locations.
- Improved their data restoration capabilities to remote sites with the new remote backup software solution.
- Reduced the threat of outages with the automatic and safe failover from site to site, with no disruption to the business units.

Rob Girard, Manager, Infrastructure Services for Travelers Guarantee, appreciated the efficiency with which the *E-ternity* team operated. “*E-ternity* sat down with us over several brainstorming sessions and together we came up with a solution that met our needs, leveraged our existing skill sets, and could be managed in-house. In fact, *E-ternity’s* turnaround time was so impressive that they were presenting a final solution before their competitors had even gotten over the fact that we were not interested in a ‘managed solution.’”

Travelers Guarantee was also impressed with *E-ternity’s* Professional Services team. “We’d used consultants sparingly in the past, and with mixed results,” reflected Girard. “*E-ternity’s* team has been incredible. Their knowledge and expertise is first rate. They bring true professionalism to their work.”

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For information on how your organization can benefit from *E-ternity’s* services, please contact:

info@e-ternity.ca
or log onto
www.e-ternity.ca

About E-ternity

E-ternity Business Continuity Consultants Inc. is a Mississauga, Ontario based organization focused on providing Business Continuity Services, Data Integrity Solutions, and Voice Continuity Services to customers in Ontario. *E-ternity* is laser-focused on designing and implementing solutions that will allow customers to achieve a perpetual state where their business will never experience downtime again. The organization prides itself as a single-source provider that brings customers best of breed technologies and methodologies and deploys them in a cohesive, integrated fashion. *E-ternity* helps customers find the perfect intersection between their acceptable risk and their available budget.