

Cutting recovery time to hours, not days.

Bell & Clements choose Covenco for their disaster recovery solution, reducing the time for a full recovery of their most critical customer facing application from days to hours.



Bell & Clements

A Munich Re company

The Challenge

Bell & Clements Ltd is an accredited Lloyd's broker with its headquarters in the City of London. For over 30 years they have established a leadership position in the provision of insurance services to North American wholesale brokers and managing general agents.

However, they are not just a user of technology, but a leading innovator in the development of Web based Portal technology for their own customers. In 2009, they launched a unique data management portal, 'The Bridge', which provides a level of real time data analysis to customers submitting bordereaux that they could not obtain anywhere else.

Their technology goes far beyond providing standard reports, to the provision of sophisticated analytics and modelled data.



The clients objectives

"With such a critical dependency on our IT infrastructure, our business users have a very limited tolerance of the risk of 'downtime'. Consequently, when the existing DR contract came up for renewal in 2014, we set out the new criteria for performance and reliability and invited several companies to submit proposals.

It was a long process, but it became clear that Covenco had set a high bar and delivered a very convincing Proof of Concept that satisfied all our expectations. Their exceptional knowledge of our backup solution, which we had already selected independently, enabled them to deliver a much-improved fail-over capability to their DR site."

Mark Balcombe, IT Manager and Associate Director.
Bell & Clements

The Solution

Bell & Clements' backup solution enabled them to create a local backup of their entire estate to disc, which was previously copied to tape for DR.

As business pressures changed rapidly, the need for a more aggressive RTO for critical servers became one of the drivers behind the search for a new DR provider.

Equally important was the need to reduce the risk of data loss to meet new Recovery Point Objectives.

However, the over-riding objective was to reduce the time for a full recovery in the event of a DR scenario from days to hours.

Covenco configured the backup solution to replicate data and VMs to their DR site at Banbury.

The replication schedule is defined by the critical status of each server. The replicated VMs are stored in a dormant 'ready to run' mode, such that they can be powered-on and presented to Covenco's Virtual Recovery Platform in a matter of minutes, enabling immediate Fail-Over, should Bell & Clements suffer a DR situation.

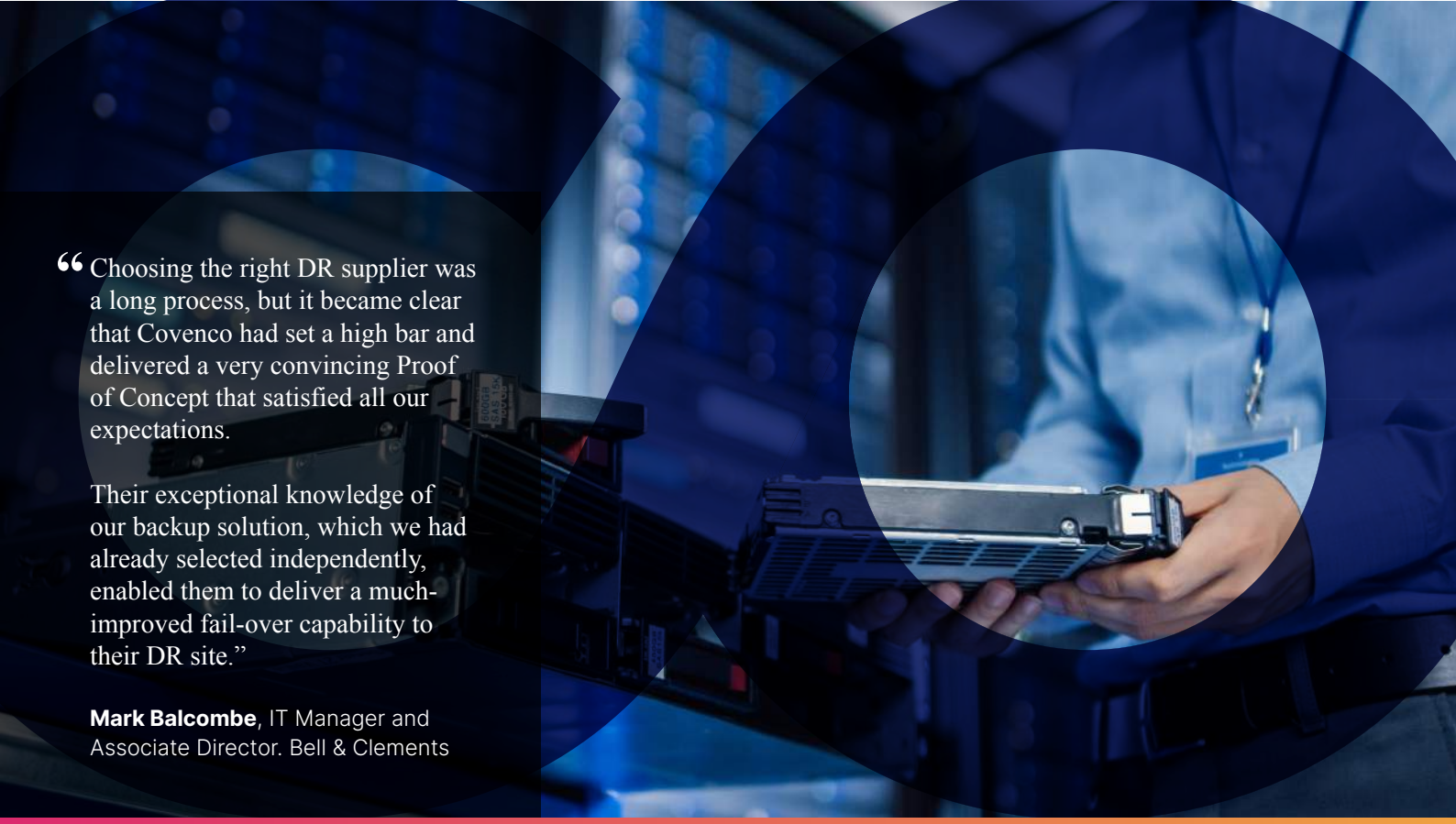
The Result

"Bell & Clements have successfully completed a number of DR tests at Banbury, achieving recovery times that exceeded our expectations."

Mark Balcombe, IT Manager and Associate Director, Bell & Clements.

The Bell & Clements solution design is a typical example of how Covenco deploys its knowledge of backup and recovery to tailor solutions that fit their customers' needs.

Covenco works with a number of backup technologies to ensure that they can offer a solution that's suitable for each customers individual environment, making them vendor agnostic.



“Choosing the right DR supplier was a long process, but it became clear that Covenco had set a high bar and delivered a very convincing Proof of Concept that satisfied all our expectations.

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About Bell and Clements

Bell & Clements are the leading experts in understanding and connecting coverholders and brokers to flexible and innovative insurance solutions, combining inhouse ability, third party capacity, surplus lines cover and admitted solutions.

Building on a proven industry background dating back over 35 years, they have developed and grown a unique and market-leading brand, now supported by their parent company Munich Re.

About Covenco

With more than 30 years of experience in the IT industry across a range of technologies, [Covenco](#) specializes in purchasing, selling and renting new and refurbished IBM, HP, Dell and NetApp computing hardware, storage and supporting software. Today, Covenco provides cloud and hosting solutions, disaster recovery, maintenance, virtualization, backup and high-availability services.

Solution components

[Covenco Cloud Backup](#)

[Covenco DRaaS](#)

[Covenco High Availability](#)

Covenco started way back in 1989, selling IBM's System 36 and AS/400 servers. Over 30 years later, we still have IBM at the core of our business, but we do so much more now. Covenco have always strived to provide value without compromise, and this remains our primary goal today.

We work across a variety of industry sectors - as Business Partners for new IT infrastructure solutions and as Business Continuity specialists. Covenco is today a modern data management company providing its clients with data protection, data availability and data security 24x7 365 days a year.

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