Addressing Business Interruptions of Core Life Insurance Systems

Every year, IT systems within thousands of businesses are disrupted by floods, fires, tornadoes, hurricanes, lightning strikes, earthquakes, power surges, vandalism, human error or paralyzing malware. Moreover, life insurance carriers and brokers are not immune from these threats.

A company's ability to fully recover all affected computing hardware, network connections, operating systems, applications and data in a timely fashion is critical to its reputation, end-user satisfaction and bottom line.

Whether you have a premise-based IT system, with internal staff maintaining all necessary hardware and applications, or you utilize software as a service (SaaS), you need to be sure key questions are answered — *before a worst-case scenario hits.*

- Do you have a documented disaster recovery plan? Is it regularly tested?
- Do you have a designated alternate recovery site?
- Do you utilize a fault-tolerant infrastructure to ensure availability?
- How often do you perform backups?
- Where do you store the backups?
- Do you know your recovery time objective (RTO) and recovery point objective (RPO)?
- Do your IT facilities undergo independent testing?
- Do you have the people and expertise necessary to plan and confidently execute a recovery?

Many carriers and brokers can't confidently answer all of these questions. With Andesa Services, you can.

Andesa Services' Cloud-Based Solutions

Andesa Service's solutions for policy administration, illustrations and plan administration, as well as our online portals, are hosted in a secure, private cloud environment — freeing carriers and brokers from the complex, time-consuming administrative tasks necessary to develop a robust disaster recovery solution. All our clients need is a computer and an internet connection.

Andesa's redundant, scalable and private cloud infrastructure provides a seamless end-user experience. Simply put, it is exceedingly rare for Andesa's secure, private cloud to ever be interrupted. But if a disaster should strike one of our redundant data centers, our system is designed to provide for automated failover with little or no business interruption. To achieve this almost unparalleled level of service, our solution includes:

- A virtualized server environment (VM) – considered by experts to be the most significant step in deploying a high-availability, rapidly recoverable environment
- Alternate worksite locations and virtualized desktops for employees to carry on their work responsibilities in the event of the loss of one or more Andesa office buildings
- Geographically-separated primary and secondary data centers, with redundant hardware and software environments, UPS systems with backup generators, temperature and humidity control systems, fire detection and suppression systems, and strict access control
- Both data centers are staffed by personnel that undergo repeated training (recovery exercises) on how to both avoid and respond to worst-case scenarios
- Replication of client data from advanced storage systems at the primary data center to advanced storage systems at the secondary data center an average of every 15 minutes
- Engagement with independent third-parties to review and report upon Andesa's internal controls in SOC reports available to our clients
- Worry-free maintenance

"Am I Doing **Enough?**"

Too many organizations utilize premise-based systems and simply "muddle through" with periodic backups.
That's good enough ... until they realize that:

- An emergency recovery is often far more complicated than originally anticipated
- End-to-end recovery time is often 1-2 weeks – or more
- The most recent "available" backup data point is too old
- Most personnel are not adequately trained to respond to a worst-case scenario

To learn more, visit our website at **andesaservices.com** or call **610-821-8980**