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“Manual backup simply doesn’t work. We tried. We ended up with multiple formats of drives in our offices, which meant we needed additional drives in our headquarters, and that was only the start. Getting someone to regularly start and monitor backups at each of our remote offices was difficult as well.”

Dave Cowlin
President of
H.L. Hamilton Insurance Ltd.

Case Study

H.L. Hamilton Insurance Ltd

Location

Amherstburg, Canada

Industry

Insurance

Challenges

A multi-office insurance company, with each office responsible for performing their own backups to an external USB hard drive on a nightly basis. This method proved to be error-prone, as there were multiple instances of human error and hard drive failure.

Solution

KineticCloud™
Enterprise

Benefits

Automatically execute pre-defined backup sets that can be configured and pushed out from one central location.

Overview

H.L. Hamilton Insurance Ltd was founded in 1938 and focuses on Auto, Home, Boat and Commercial insurance. H.L. Hamilton Insurance Ltd, a multi-office insurance company, like many small businesses, had been doing manual backups for quite some time. Each office was responsible for performing their own backups to an external USB hard drive nightly. This fragmented backup strategy meant that Hamilton had multiple different formats of drives and backups that would only occur when time permitted. There was no consistency in their backup or recovery plans as it was just too time consuming and employees tended to look at it as the last item on their list of priorities. "We ended up with multiple formats of drives in our offices, which meant we needed additional drives in our headquarters, and that was only the start. Getting someone to regularly start and monitor backups at each of our remote offices was difficult as well," said David Cowlin, President of H.L. Hamilton Insurance Ltd.

The Technology Partner Solution

The required solution needed to "automatically execute pre-defined backup sets that can be configured and pushed out from one central location, while backing up the data to storage arrays in the main data center. "I look at backup as a digital insurance policy. It is not part of our core business and I don't want to be distracted by it, but being in the insurance business I understand the value it can offer as long as it automatically runs in the background and actually works when I need it," Cowlin said. Scheduling was an important feature because utilizing off-hours bandwidth speeds allowed Hamilton's backup jobs to run and be completed at night during off hours.

"After extensive research we installed KineticCloud™ Backup software in our offices. Another important reason that we chose KineticCloud™ Backup was for its hybrid cloud backup capabilities. Hybrid backup refers to the ability to keep both local and remote copies of your critical data. The dirty little secret of online backup is restore times, as it's limited by your bandwidth. In a time of an emergency, it's imperative to be able to restore quickly at local network speeds,"

explains Cowlin. Built-in security features were high up on HL Hamilton's list. With privacy regulations being enforced on a broader scale, Hamilton had to make sure that the software solution they chose allowed them to tightly control who did and who didn't have access to backed up data. KineticCloud™ Backup passed all security tests. When data is processed with KineticCloud™ Backup it is encrypted with bank-grade encryption algorithms before it goes over the Internet — this makes it unreadable to snooping eyes. Data also rests encrypted in the private cloud repository and is replicated for redundancy. Secondary encryption keys are also available on a per location or department basis if a business has additional security requirements or needs to comply with regulations such as Sarbanes Oxley or HIPPA regulations.

KineticCloud™'s "at the source" file deduplication capabilities helps lower time and costs for Hamilton. "By using built-in deduplication and compression, we're seeing a 65 percent reduction in real data," Dave describes, "One office's data has been reduced through lossless compression by 80 percent. This meant that we didn't have to upgrade our infrastructure to add in expensive new storage."

Business Benefits

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Looking Forward

After over two years of using KineticCloud™ Backup to protect their geographically dispersed offices, KineticCloud™ Backup has given Hamilton the peace of mind knowing that their data is now automatically protected, allowing them to focus on their core competencies, selling and servicing insurance for their clients. Cowlin adds, "KineticCloud™ Backup has proven to truly be a 'set it and forget it' solution, and my life is a lot easier because of it."

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