

Global Captive Management benefits from Disaster Recovery Planning



GLOBAL CAPTIVE MANAGEMENT LTD

“MCS understood the business requirements which were the drivers for the disaster recovery plan for GCM and as a result, they were able to specify and implement a solution which met all of our disaster recovery goals”

Peter MacKay
Chairman, CEO and Director
GCM

SUMMARY

GCM recognised that business has become more reliant upon storage and management of data, coupled with the increasing levels of service availability expected by their clients. Any system outage or downtime had a critical knock-on effect to the company's profitability and client satisfaction. GCM wanted to ensure that they reduced the amount of unplanned down-time and also increase the speed at which they could recover in the event of a disaster.

To address the problem, the executive management team of GCM turned to a preferred technology partner, MCS Ltd, to review the current nature of their disaster recovery plans and infrastructure within the business, and to propose a cost-effective solution.

CUSTOMER PROFILE

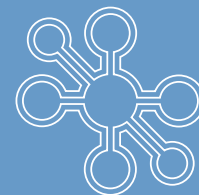
Global Captive Management was founded in the Cayman Islands in 1982 by Peter MacKay and has grown to become one of the largest independently owned captive managers in the world. Global Captive Management provides management and consulting services, to alternative risk programs. GCM are not affiliated with, or a subsidiary of any insurance broker, insurance company or bank and believes this independence eliminates the possibility of conflicts of interest in providing captive management services to their clients.

THE BUSINESS CHALLENGE

GCM executive team expressed a desire to invest in improving the availability of their core line-of-business applications and to ensure that in the event of a disaster that they had a robust disaster recovery plan. Like many businesses, GCM was reliant upon one single version of their production environment from their primary location in Grand Cayman which represented a large risk to the business in the event of a major outage or disaster. The data contained within the production site was backed up to tape, meaning that data could only be restored to the last point-in-time back up and this process could take a considerable amount of time.

The primary objectives of this project were to identify and implement a cost effective and pro-active disaster recovery solution which would protect GCM's business in the case of a localised outage or disaster in Grand Cayman and to ensure continuity of service for their core line-of-business applications. The solution was required to meet both the Recovery Point Objective (RPO) and the Recovery Time Objectives (RTO) as defined by GCM in order to minimise impact on the business.





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"With the solution provided by MCS, GCM are able to take a pro-active approach to disaster recovery, and we are able to provide a continuity of service to our clients in the event of any unplanned downtime of our IT infrastructure in Grand Cayman"

Felisa Player

SunSystems Administrator/Accountant

Technology Solution Overview:

Services:

- Disaster Recovery Planning
- Virtualisation Infrastructure and Implementation Consulting
- Data Management Consulting Infrastructure and Implementation Consulting
- Microsoft Application Infrastructure and Implementation Consulting
- Network Infrastructure and Implementation Consulting
- Security Infrastructure and Implementation Consulting

To find out more about our services and read more client case studies please visit www.mcs.ky

THE SOLUTION

The solution proposed and delivered by MCS represented a complete Disaster Recovery (DR) configuration which affords full IT system functionality in the event of a major outage within 1 (one) business day of invocation of a suitable Business Continuity Plan. The solution included the creation of an off-island disaster recovery site which runs a 'hot standby' of business critical IT services, which provides some services for use almost immediately.

The new solution leverages virtualization technologies from VMware and Citrix. By leveraging VMware technology GCM was able to limit the hardware at the DR site, hosting multiple virtual servers thus reducing costs and easing administration and management. Citrix was deployed in order to provide remote access to the applications hosted in the disaster recovery environment which allowed users to securely access data and systems through the Internet, with no restrictions on where they are physically based.

In addition to virtualisation, the DR solution also leverages market-leading replication technology from Doubletake in order to provide 'real-time' replication for GCM's Microsoft Exchange and Microsoft SQL environment and file and print services and other core line business applications enabling a seamless failover, with no loss of data in the event of the invocation of the disaster recovery plan.

Finally, in order to facilitate the replication services, a dedicated DSL circuit was installed to provide the necessary bandwidth to support the data replication and domain replication services via a site-to-site VPN (Virtual Private Network).

MCS continues to work with GCM in order to maintain and test the DR solution provided in order to address on-going changes in business requirements and to take advantages in the latest developments of technology. This investment in continuous improvement ensures that GCM are able to meet their DR objectives and they are able to continue to serve their clients, even in the event of a major outage.

THE ISSUES ADDRESSED

Aligned to our customer's agenda this project addressed three core business issues facing organisations today:

Growth / Business Change Cost Reduction Risk Avoidance

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2011 PARTNER OF THE YEAR Latin America Winner - Portals and Collaboration

2011 & 2012 COUNTRY PARTNER OF THE YEAR Cayman Islands Winner

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