



NBJ Insurance Group turns to Oncore IT to manage its distributed IT infrastructure and data back up processes

Project introduction

NBJ's IT systems and tape-based back up processes were proving unreliable and costly, did not meet the strategic goals of the business and were so inefficient that there was real cynicism at board level that a new IT system could ever prove beneficial to the company and deliver a return on investment.

Initially the board was reluctant to invest in improving the company's IT processes but decided to conduct due diligence to investigate options.

A range of Oncore IT managed services provided

Once Oncore IT demonstrated its managed services which included Asigra remote online data back up, secure access for remote workers, and 24/7/365 support and monitoring, NBJ realised the true benefits of outsourcing its IT function.

Oncore IT's scope covers the provision of all infrastructure equipment plus desktop hardware and software, along with ongoing support and monitoring.

Neal Fox, NBJ Group's CEO, said, "Outsourcing to OncoreIT has bred a new confidence at both board level and within our staff that IT inefficiencies are a thing of the past. We were finding it particularly challenging to manage our IT infrastructure across three disparate offices and wanted a service which would centralise our IT processes. Oncore IT has solved these issues providing a financially viable solution."

Oncore IT's complete managed service incorporates Asigra Televaulting software for remote online data back up with other services including:

- 24/7/365 monitoring;
- Alerts with proactive fault resolution;
- Email anti virus and spam filtering;
- Secure access for home and remote workers.

In addition, NBJ required remote access from all office locations to its internal specialist insurance applications. Oncore IT was able to deliver this capability to NBJ with the added assurance of Asigra's distributed back up and recovery software.

At each site, a single Asigra Televaulting DS-Client software identifies all servers, desktops and laptops connected to the local network, and automates the backup of all local data assets.

Before the backup data set is transmitted to Oncore IT's data centre, Asigra Televaulting software analyses the data, finds new and changed file blocks, eliminates duplicate files and further compresses everything to ensure the back up data set is as compact as possible.

The software then encrypts the data before sending it over a WAN connection to a centralised Asigra Televaulting DS-System server, located in Oncore IT's data centre which consolidates the back up data from all distributed sites.

Data is encrypted "in-flight" and "at-rest." The DS-System server is protected like other servers within the data centre as determined by NBJ's ongoing data protection policies.

Moreover, the back end DS-System server integrates directly with third party ILM solutions from major storage vendors. As an additional level of data protection, Oncore IT has configured the DS-System server to replicate the vault to its second secure back up site, a tier 4 datacentre in Amsterdam.

David Ebsworth, Oncore IT's chief technology officer, said, "NBJ has immediately reaped the benefits of us taking full responsibility for its core IT requirements. The offsite back up provided by Asigra is an integral part of the IT services we provide. In addition, with Asigra Televaulting's software, we can deliver a complete IT service against strict SLAs made possible through Asigra's capacity-based license charges. This ensures NBJ won't be subject to artificially high running costs."

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About NBJ Insurance Services Group

Established over 40 years ago, NBJ Insurance Services Group has helped its clients, both corporate and personal with all their insurance requirements. Each company in the group has developed in its own particular areas of experience yet maintained inter relationships to allow cross referral and support.

NBJ Insurance Services Group comprises Norman Butcher & Jones Ltd (Lloyd's Broker), Randall Butcher Jones Ltd (Commercial & Personal Insurance Broker) and NBJ United Kingdom Ltd (Commercial Insurance Broker).

NBJ Group is a registered Lloyds Broker providing expertise in business and personal insurance, and is fully independent. For more information visit the company website at www.nbj.co.uk.

About Asigra

Founded in 1986, Asigra is the award-winning specialist in agentless distributed data backup and recovery solutions for network computing. With Asigra's Televaulting software, service providers and enterprises can reliably protect mission-critical information across all their geographically dispersed customers and/or "data islands," whether they reside on servers, desktops or laptops.

Leading all other distributed backup and restore disk-to-disk software vendors, more than 3 petabytes of data is protected with Asigra Televaulting. The privately held company is based in Toronto, Canada. For more information visit the company's website at www.asigra.com.

About Oncore IT

Oncore IT is a cloud Managed Service Provider with vast experience delivering and managing critical IT infrastructure for clients operating from state-of-the-art tier 4 datacentres in the UK and Europe. One of only 10 tier 1 bandwidth providers in the world, clients get unparalleled connectivity, super fast system performance, unmatched reliability and total security.

Oncore IT offer a variety of hosting, co-location and cloud-based managed services all guaranteed by class-leading service level agreements and solutions looked after by professional, dedicated account managers and technical experts.

Oncore IT excels in designing, implementing, and managing scalable, high performance, low latency infrastructure so its works faultlessly, fully supporting line of business applications no matter what size of company or industry.

PCs, servers, firewalls, security, Internet connectivity, remote access, online data back up, anti spam, virus protection, email and office applications, along with business continuity, remote monitoring and 24/7/365 technical support – that's what we mean by infrastructure.

Oncore IT makes infrastructure work because that's what makes businesses work. That's why year after year, 95% of customers renew their contracts with us.

For more information, please visit the web at www.OncoreIT.com or call 08450 541122.