

Phantom Data Systems Inc.

Data Storage, Disaster Recovery and Data Center Power Solutions.

AUGUSTA MUTUAL: Preserving the Growth, Security, and Longevity of Vital Assets using Blu Ray Technology

Customer Profile

INDUSTRY: Insurance

LOCATION: Staunton, Virginia

WEB SITE: www.augusta-insurance.com

Augusta Mutual insurance company, headquartered in Staunton, VA, has served the needs of its Virginia customers for more than 125 years. From its beginnings as a fire insurance company, it has evolved to offer insurance coverage for homes, farms, autos, and businesses.

Insurance policies, by their nature, generate lots of paper. Augusta Mutual has managed to overcome the overload by scanning every new policy and its associated attachments and archiving the documents online so that they can easily and quickly be retrieved by company administrators.

According to IT Manager, Jason Benson, the storage and archiving of these policy documents are critical to maintaining customer service expectations as well as regulatory compliance.

SOLUTION SNAPSHOT

CHALLENGE:

Augusta Mutual's storage requirements were being managed by a Plasmon UDO library integrated with software from Real Vision Software (RVI) for the firm's IBM iSeries-based imaging solution. With the library nearing capacity sooner than expected, the firm needed an alternative solution for storage needs that would be more efficient and highly scalable for anticipated growth.

SOLUTION PROVIDER:

Phantom Data Systems
www.phantomdatasystems.com

SOLUTION:

PowerFile's Active Archive Appliance integrated with Real Vision Software (RVI). The Active Archive Appliance™ combines density, performance, energy efficiency and scalability for long-term storage and growing volumes of data. Featuring HybridOS™

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management software and hardware, it provides online access and search capabilities. Utilizing Blu-Ray, the system requires no time-consuming manual backup. PowerFile systems scale from 4TB to 280TB in a standard 42U rack and leverage standard network protocols along with standard date and media formats to ensure long-term data accessibility and portability

RESULTS:

Offering assistance with the search and ultimately managing the integration was Phantom Data Systems of Norwalk, CT. "Phantom Data Systems, having previously been a reseller of Plasmon UDO, was very familiar with the challenges we faced in migrating our information in the most seamless way possible, as well as the need for an advanced technology approach that would give us the growth options we needed," Benson commented.

The implementation was a two-pronged target. Augusta Mutual had a base of approximately 1TB of existing data that needed to be migrated, a process that occurred simultaneously with the company's daily input of about 1GB per business day. The installation required only one day before current output was transported to the new system. Migration of existing data took about 30 days. Data entry staff, insurance management and claims personnel experienced no interruption during the implementation process and now are conducting business in seconds rather than minutes. The new system has saved administrative and maintenance costs and will serve the firm well into the future.

Partners for Easy Integration

Benson credits both Phantom Data Systems and PowerFile for the ease of integration and implementation of the new system. The implementation was a two-pronged target. Augusta Mutual had a base of approximately 1TB of existing data that needed to be migrated, a process that occurred simultaneously with the company's daily input of about 1GB per business day.

According to Benson, it took the PowerFile technician only one day onsite to assist with the installation of the new devices. In addition, Phantom Data Systems handled the Integration and migration requirements, technical specifications, including the quoting and ordering process. Specific to the installation, their role included scheduling and maintaining contact throughout the process to ensure that all needs were being met.

"Nothing disrupted business as usual for our users during the process," Benson commented. "The migration was completely transparent."
"RVI also being one of the leading imaging systems in the industry today was very easy to work with, making the transition seamless as well" added Alani Kuye, Managing Partner of Phantom Data Systems.

Transferring all the data to the Archive Appliance was an ongoing process that took about a month to accomplish. New scans started going to the appliance immediately after installation which took less than one day.

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Speed, Ease of Use, Future Capacity

According to Benson, data entry staff, insurance management and claims personnel, experienced no interruption during the implementation process but they have noticed the increased speed at which business can now be conducted. "There's definitely less waiting time between access and delivery with this robust solution. We are doing in seconds what used to take minutes," he added. Benson also noted that with the Archive Appliance, the administrative workload associated with maintenance of the system has been greatly reduced over their previous solution.

In addition to saving time for both administration and maintenance procedures, Benson feels that the system will support Augusta Mutual well into the future. "I take comfort in knowing that when we find that we need to expand our storage capacity, it will just simply be a matter of adding additional Blu-Ray discs. If you compare what we were doing before – we are leaps and bounds ahead of our previous technology and supported by an exceptional service team."

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About Phantom Data Systems

Phantom Data Systems is a Data Storage, Disaster Recovery, and Information Lifecycle Management solution provider based in Norwalk, Connecticut. A Norwalk Connecticut based company; Phantom Data Systems commitment to service delivery encapsulates availability, reliability and integrity that meets and exceeds all client expectations.

About Powerfile

PowerFile Inc. is the leader in hybrid storage appliances for long-term storage of digital content and assets. The company's award-winning solutions combine the speed and simplicity of online access with better economics and integrity compared to traditional storage solutions, empowering organizations of all sizes to efficiently manage, secure, and preserve valuable digital assets.

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