

# INSURANCE BUSINESS GAINS COMPETITIVE ADVANTAGE WITH 24x7 OPERATIONS

Fidelity & Guaranty Life saves hundreds of thousands of dollars with cloud-based data protection



Financial services

United States

## Business needs

A data center outage lasting several hours at Fidelity & Guaranty Life cost tens of thousands of dollars in lost productivity. Further, a fast-growing virtualized infrastructure slowed data backup times and burdened IT with time-consuming administration.

## Solutions at a glance

- [Dell EMC RecoverPoint for Virtual Machines](#)
- [Dell EMC Data Domain](#)
- [Dell EMC Data Domain Cloud Tier](#)
- [Dell EMC Virtustream Storage Cloud](#)
- [Dell EMC Data Protection Software](#)
- Partner: VMware

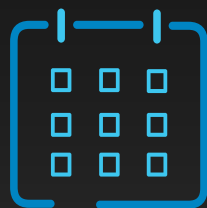
## Business results

- Reduced outage window ensures uninterrupted revenue stream
- Hundreds of thousands of dollars in savings reallocated to other IT initiatives
- Simplified DR administration yields operational savings
- Freed staff to work on strategic projects with high business value

Improved competitive advantage through

# 24x7

operations



# 66x

data reduction in the cloud ensures high availability of critical business data



When a power outage knocked IT systems offline for hours at Fidelity & Guaranty Life (FGL), a top-ranked annuity and life insurance provider, agents couldn't process customer applications. The downtime cost FGL, which serves 700,000 policy holders, tens of thousands of dollars.

In response, FGL replaced its prior Commvault system with a Dell EMC Data Protection solution to dramatically increase availability of business-critical workloads.

FGL uses Dell EMC RecoverPoint for Virtual Machines and Dell EMC Data Protection Software to provide disaster recovery (DR) of 200 virtual machines (VMs) between colocated data centers in Virginia and Texas. FGL runs Dell EMC Data Protection Software to back up to Dell EMC Data Domain appliances and Dell EMC Data Domain Cloud Tier software to back up data older than 60 days to a Virtustream cloud.

Environments protected by Dell EMC at FGL include Microsoft SQL Server, Microsoft Exchange, Oracle, SAP, financial applications, file shares and other workloads.

## Keeping the revenue stream flowing

With a fast-growing virtualized environment, IT was consumed with high-maintenance DR testing. Not only did this impact IT productivity, but it also meant extended, painful recoveries of workloads if downtime occurred. That all changed when FGL switched to RecoverPoint for Virtual Machines.

Jeff Sabin, director of IT infrastructure, Fidelity & Guaranty Life, says, "We compete with firms offering similar products, so we need to differentiate by processing customer applications faster and running our business 24x7. With RecoverPoint for Virtual Machines, we've reduced our outage window from hours to minutes. That assures we can keep making money and serving customers during an outage or DR test."

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Jeff Sabin

Director of IT Infrastructure, Fidelity & Guaranty Life

The Dell EMC solution's ease of use also generates operational savings. For example, FGL engineers now spend 10 percent of their jobs on data protection compared to 35–50 percent before.

“The whole concept of DR has been turned on its head because we're able to move virtual workloads between data centers 1,500 miles apart with a few clicks,” says Sabin. “RecoverPoint for Virtual Machines is so simple to use that our engineers need minimal training and have been freed up to pursue strategic projects that help the business generate more sales.”

## Hundreds of thousands of dollars saved

Data backup and recovery became more efficient and faster with Data Domain, Data Domain Cloud Tier and Virtustream. States Sabin, “The 66x data dedupe rate enabled by Data Domain is fantastic. We've reduced 15 petabytes of data in the cloud to 225 terabytes of storage. That's saving hundreds of thousands of dollars, giving us more room to make a business impact with our IT budget.”

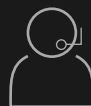
Because backup restores are faster, Dell EMC ensures that FGL has quick, reliable access to data and files that are essential to keeping the business running.

## Partnership that drives competitive advantage

Sabin is also thrilled with the close partnership FGL has enjoyed with Dell EMC for years. “We're smaller than our competitors, and yet we're one of the top-ranking firms in our industry,” Sabin notes. “Dell EMC's top-of-the-line technology and huge commitment to us as a customer help us operate more efficiently and move faster in the marketplace. That's simply invaluable to our business.”



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