Sureline™

Coastal Brokers Insurance Services, Inc.

BUSINESS CONTINUITY WITH EFFICIENCY AND RELIABILITY

COASTAL BROKER INSURANCE SERVICES

Since 1982, Coastal Broker Insurance Services, located in Pleasanton, CA, CEO Gary Gibson provides services for insurance brokers who specialize in difficult to place property, casualty, and transportation risks for such markets as distribution, restaurants, education, manufacturing, medical, legal, and a litany of others. Having been in business for over 30 years, Coastal Insurance has a great deal of data. Some could be archived;; however, much of it needed to be available at all times.

OUTDATED BACKUP PLANS

The original Business Continuity and Disaster Recovery (BCDR) solution utilized two individual solutions for disk-based backups – Microsoft DPM and Symantec Net Backup. However, if a server should fail, the DPM and Net Backup solutions would not allow Coastal's network to meet their Recovery Time Obejctive (RTO) and Recovery Point Objective (RPO). Without the use of the applications to access the data, work would come to a stand-still and customers would not be properly serviced as Coastal deemed acceptable.

MEETING THE NEEDS OF A GROWING BUSINESS

Gary Gibson states, "We are dedicated to helping brokers with our experience, technology and strategic counsel. We strive to build trust with our products and services that establishes a favorable response and a long term relationship." With this mission statement in mind, Gary Gibson's original backup plan would not be able to accomplish this goal if any one of his servers went down. Coastal needed a true BCDR solution – locally and off-site.

TREMENDOUS COST SAVING

When looking for a BCDR solution, there is a wide array of costs involved. Of-ten, a true disaster recovery solution may need several different software components (compression, dedupe, encryption, replication, etc.) that do not always play well together. For products that include the aforementioned technology, hardware, and off-site failover, they are not easily scalable and customers are required to use the manufacturer's Cloud.

> " *… the support from the Sureline sales and engineering team has been outstanding!"*
>
> **– Billy Buckley**
> CEO, ENT Networks

THE SUREedge SOLUTION

Sureline Systems' BCDR solution, SUREedge, provided ENT and Coastal a solution with the ability to scale to the needed capacity of the user's data and the necessary policies. The fact that the hardware is scalable is a big advantage. Furthermore, there are many Cloud options for BCDR.

SUREedge is hardware agnostic because it runs as two virtual machines - which allows the solution to deploy on any type of hardware, virtual environment, and in any Cloud. The robust SUREedge appliance included: dual quad-core processors, 32 GB RAM, enterprise-class hard drives, and hardware RAID.

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SUREedge FEATURES HIGHLIGHTED – IMMEDIATE FAILOVER AND A PRIVATE CLOUD OPTION

ENT deployed the SUREedge appliance and established some very stringent policies: full weekly backups and daily incrementals with a 4-week retention policy and weekly application snapshots with an 8-day retention period This can make the required disk capacity fairly expansive. These policy settings provided the requisite RPO. SUREedge's ability to failover in less than a minute exceeded ENT's and Coastal's RTO expectations.

Coastal Insurance wanted to have the ability to spin up their entire network remotely. However, the idea of having their critical and very private data hosted in any Cloud was not appealing. Therefore, ENT created a Private Cloud utilizing the SUREedge appliance as a receiving unit. This was made stress-free and costeffective as the SUREedge solution incorporates a 256 bit encryption (over the WAN) and 1024 bit encryption (protecting the appliance) technology.

THE SATISFIED PARTNER AND CUSTOMER

According to Billy Buckley, "Sureline's BCDR appliance enables us to provide the type of service and dependability that our customers have come to expect – while being affordable, easy to manage, and requiring limited personnel resources. SUREedge had been a great fit in Coastal's network environment. Moreover, the support of the Sureline sales and engineering team has been outstanding."

Considering Coastal's previous solution, the SUREedge appliance provided a tremendous ROI—especially since DPM & Net Backup did not meet RTO or RPO requirements.
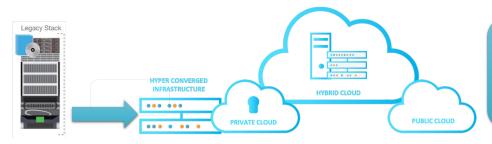
ABOUT ENT NETWORKS

Established in 1985, ENT Networks is a Managed Service Provider (MSP) located in Pleasanton - Northern California's East-Bay. Billy Buckley, CEO, and his team of engineers provide services to a multitude of locally-owned business and national corporations throughout the San Francisco Bay Area. Such industries include: school districts, insurance, city government, law enforcement, manufacturing, as well as larger corporations with local branch offices.

Billy and his team of certified network engineers provide 24/7 on-site services. They work with their customers on IT infrastructure design, modernization, and custom manufacturing. They specialize in data and network security, telephony, and disaster recovery development, deployment, and maintenance.

ABOUT SURELINE SYSTEMS

Sureline offers a secure, flexible and efficient enterprise-class applications mobility solution for cloud migration and disaster recovery that is hardware, hypervisor and cloud agnostic. SUREedge technology automates transformations and recovery for any virtual, cloud, physical, or containerized application and server, delivering application mobility at the push of a button.

- ✓ Cloud Agnostic
- ✓ Hardware Agnostic
- ✓ Hypervisor Agnostic
- ✓ Recover To Any Destination/Platform