



Bouchar Insurance Uses Push Button DR for Proactive Business Resilience from Natural Disaster



▶ MARKET OPPORTUNITY

Bouchar Insurance is an independent Florida-based personal and commercial insurance agency. For more than 60 years, Bouchar has been providing Florida residents with home, auto, and various commercial insurance policies, including employee benefits, workers' compensation, commercial auto, property insurance, and more.

Bouchar prides itself on its "Client First" commitment to its team, its clients, and its communities, and has been recognized as a top Florida employer by the Tampa Bay Times, Orlando Sentinel, Tampa Bay Business Journal, and others.

"WE KNEW WE WERE LOOKING FOR A DIFFERENT KIND OF DISASTER RECOVERY SOLUTION. WE HAD COMPLETE CONFIDENCE IN [EXPEDIENT'S] TECHNICAL EXPERTISE AND IN THE RESEARCH WE HAD DONE."

**BRIAN POLAK,
DIRECTOR OF INFORMATION TECHNOLOGY, BOUCHAR INSURANCE**

SERVICES

MANAGED SERVICES



Push Button DR
Storage
Firewall

INFRASTRUCTURE SERVICES



Private Cloud



► THE CHALLENGE

When Brian Polak joined Bouchard Insurance in 2015, one of his first orders of business as Director of Information Technology was to select a disaster recovery solution for Bouchard's virtual desktop infrastructure – a critical capability for an organization with a mission to be available anytime a client claim event occurs.

Headquartered in Clearwater, FL, but with offices in Tampa, Ft. Myers, Kissimmee, Orlando, and Sarasota, Bouchard Insurance is no stranger to its share of hurricanes; Polak knew that Bouchard's existing disaster recovery plan was not up to the standards Bouchard, and its clients, deserved.

In its current state, if Bouchard Insurance experienced a significant negative event, its five-person IT team was facing an up to 48-hour time to restore critical applications and infrastructure from backups and tape. Recognizing a more robust system was needed, Polak began his evaluation of four solutions providers, including Expedient.

Polak had several key criteria in mind as he and the team evaluated disaster recovery solutions providers, including the technical expertise for successful disaster recovery of a virtual desktop environment; the ability to failover to a geographically diverse backup site; and the ability to failover an entire network without changing IP addresses.

Of the four providers evaluated, Expedient was the only one able to meet all Polak's objectives.

"We got the sense from Expedient's [solutions architects] that they knew what it was going to take to make this happen," said Polak.



► THE SOLUTION

Expedient's Push Button DR solution gave Bouchard Insurance the ability to failover from its production environment in Florida to an Expedient data center nearly 1,000 miles away, while ensuring that the failover was as turnkey as possible by dynamically maintaining Bouchard's IP scheme at the backup site.

Following implementation, Bouchard began putting the disaster recovery solution to the test – literally.

"Testing was an iterative process for us," said Polak. "The first time, you shake out a lot of bugs; the second time, you get a little better. We'd probably done six to eight DR tests before we felt we really nailed the failover."

Polak's diligence in testing ensured that Bouchard Insurance was ready when disaster prepared to strike during Hurricane Irma in September 2017. At its strongest, Irma was a Category 5 hurricane, and the first hurricane to make landfall in Florida since 2005. As forecasts called for the worst for Florida and the cities Bouchard called home, Polak made the decision to proactively failover to his backup site; this not only ensured continuity for Bouchard's business, but also allowed the Bouchard team to focus on their own personal storm preparations.

"While we have a responsibility to keep our systems up, we also have a responsibility to take care of our homes and our families," said Polak.

Three days before Irma was due to make landfall in Florida, Bouchard initiated its failover. Within just twelve minutes, Polak's team performed the failover and confirmed the systems were functioning at the backup site. The company continued to operate on the backup site for the next week, and failed back to its primary site several days after the threat of damage from Irma had passed.

For Bouchard, it was disaster averted. And for Polak, it was affirmation of his selection.

"We knew we were looking for a different kind of disaster recovery solution," he said. "We had complete confidence in [Expedient's] technical expertise and in the research we had done."



▶ ABOUT EXPEDIENT

Expedient is a cloud and data center infrastructure as a service (IaaS) provider with local operations in Pittsburgh, PA; Baltimore, MD; Boston, MA; Cleveland, OH; Columbus, OH; Indianapolis, IN and Memphis, TN. Ranked as one of the Top 10 managed services providers worldwide on the 2017 MSPMentor 501 list, Expedient's converged solutions enable clients to focus on strategic business innovation, while the Expedient team handles operation of the information technology needed to support it. Expedient data centers are compliant with the Health Insurance Portability and Accountability Act (HIPAA) as well as the Payment Card Industry Data Security Standard (PCI DSS). Service Organization Control (SOC) reports are published annually for all locations.

[Learn more at expedient.com](http://expedient.com)



▶ ABOUT BOUCHARD INSURANCE

Bouchard Insurance, founded in 1948, is the one of the largest independent insurance agencies in Florida. Specializing in both commercial and personal insurance, the team is focused on creating an organization-wide Client First approach.

As a Tampa Bay Times "Top Workplace" for 8 consecutive years, Bouchard strives to maintain an organizational structure that inspires industry top talent as well as promoting insurance as a career path for future generations.

Bouchard Insurance is headquartered in Clearwater with offices in Tampa, Sarasota, Ft. Myers, Kissimmee, and Orlando.

[Learn more at bouchardinsurance.com](http://bouchardinsurance.com)

OUTCOMES DELIVERED



AGILITY

Bouchard's recovery time in the event of a disaster was reduced from up to 48 hours to mere minutes.



AVAILABILITY

As a personal and commercial insurer, Bouchard's systems need to be always-on for both internal teams and clients – especially in the wake of a natural disaster.



RISK MITIGATION

As a Florida-based company, it was important for Bouchard to find a partner with geographically diverse data center locations far enough away that they would not be likely to be affected by the same events and with lower risk profiles for natural disaster in general.

DIFFERENTIATORS



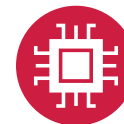
CAPACITY

Expedient offered Bouchard a scalable solution that will support business growth at whatever pace they require.



OPERATIONAL EXCELLENCE

Bouchard had confidence in Expedient's solutions architects and their depth of knowledge around Bouchard's complex virtual desktop infrastructure and its implications on a best-of-breed disaster recovery solution.



TECHNOLOGY

Bouchard's virtual desktop infrastructure required specific disaster recovery technology and expertise, which Bouchard found with Expedient.