CASE STUDY
BUSINESS CONTINUITY AND CUSTOMER EXPECTATIONS:

WHY COMPUTER WORKWARE INC. CHOSE A HOSTED SERVICE FOR A FAIL-SAFE BUSINESS CONTINUITY SOLUTION

Computer Workware Inc. (CWI) is a Canadian software organization focused on the insurance and health benefits industry. CWI develops and provides employee benefit and insurance administration software solutions for insurers, Third Party Administrators (TPAs), corporations and associations. A Microsoft Silver ISV certified partner, CWI has been a privately owned and operated corporation since 1984.

Their Vital Objects™ software is a comprehensive, easy-to-use solution that enables health benefit sponsors and administrators to manage traditional and flex group benefit plans. More than half of all employee benefits plans in Canada are managed on Vital Objects. Two of the largest insurance companies use Vital Objects as their benefit administration system with over $20 million in premiums.

The Challenge

As a software developer serving large Fortune 500 clients, CWI is required to have and maintain a comprehensive business continuity plan. This plan is needed to provide assurance that CWI can handle unforeseen business interruptions caused by any type of disaster, including human error, power disruption, data corruption, computer failure, pandemic, inclement weather and natural disaster.

LEADING CAUSES OF DOWNTIME

GRAPH.1
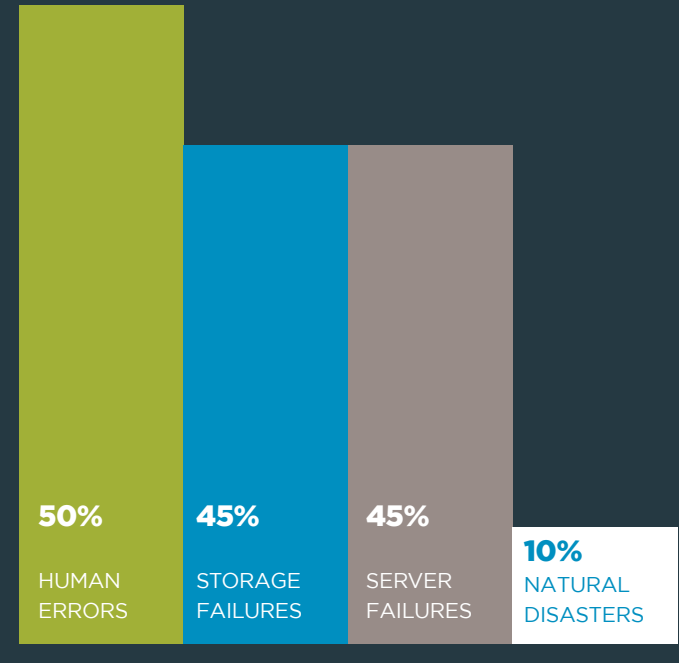
50%	45%	45%	10%
HUMAN ERRORS	STORAGE FAILURES	SERVER FAILURES	NATURAL DISASTERS

For additional information on how Lanworks can help your IT organization, please contact us:

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Given the nature of their business, CWI is required to address questionnaires from clients including:

- Does your organization have a formal and documented crisis/incident management process to deal with business disruptions?
- Has your organization identified its critical business processes and the resources required to support their continuity and/or recovery?
- Does your organization have documented business continuity management plans?
- Has your organization conducted a risk assessment within the last 12 months?
- Has your organization factored in employee absences during a pandemic?
- Does your organization exercise, maintain and review its business continuity management plans and program on a periodic basis?

In order to show business continuity preparedness, CWI was faced with the daunting task of performing a business impact analysis, a risk analysis, developing recover strategies, building a business continuity plan, testing the plan and updating/auditing the plan to keep it current.
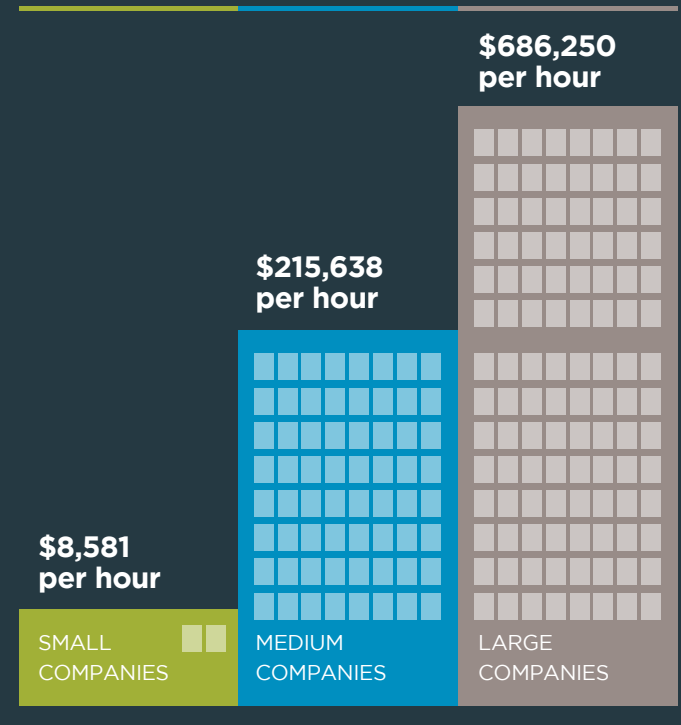
CWI started to work with its internal staff and quickly realized that it could not effectively focus its time or resources to develop and execute a business continuity plan in a cost-effective and timely manner.

> *"We needed to find a business continuity service that was fully automated and required as few of our resources as possible for the development, implementation and execution of the plan,"* **said Chris Mascitelli**, Vice President, Computer Workware Inc.

CWI sought a solution partner to provide end-to-end business continuity services that would meet all of the rigorous requirements and yet be a minimal burden on their internal resources. As costs are always a factor, they wanted a seamless, simple to manage solution that had minimal capital expense and required little or no upgrades to their existing data circuits, hardware or software.

INCREASING COSTS OF DOWNTIME

GRAPH.2

$686,250 per hour

$215,638 per hour

$8,581 per hour

SMALL COMPANIES

MEDIUM COMPANIES

LARGE COMPANIES

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The Solution

CWI chose to partner with Lanworks. Lanworks began the process by following a standard Business Continuity Lifecycle methodology. CWI stakeholders were interviewed to establish risk assessment, Recovery Time Objectives (RTO)[1] Recovery Point Objectives (RPO)[2] and the overall business continuity strategy. Based on the above parameters, a plan was developed that included nightly replications to Lanworks' multi-tenant hosted DR environment.

The initial seed replications were completed over consecutive weekends and weeknights in order to not disrupt system availability and network performance during business hours.

> BUSINESS IMPACT AND RISK ANALYSIS

> DEVELOP RECOVERY STRATEGIES

> CREATE DR PLAN

> BUILD DR ENVIRONMENT

> TEST & VALIDATE DR PLAN

> AUDIT AND UPDATE DR PLAN

The Lanworks solution included:

- Automated nightly replication of 16 Virtualized servers
- 2.5+ TB of Replicated Data
- Monitoring of daily operations
- Remote access to replicated servers
- Ability to recover a single server or the entire environment
- Maintaining of multiple server restore points allowing recovery from previous days (up to 14 days back)
- Available DR seating at the datacenter
- Periodic recovery testing and reporting

"Lanworks provided the ideal business continuity solution for us that included datacenter hardware, storage, security and software licenses so there was $0 capital expenditure on our part." **said Mascitelli.**

NUMBER OF DOWNTIME INCIDENTS PER YEAR FOR SMBs

GRAPH.3

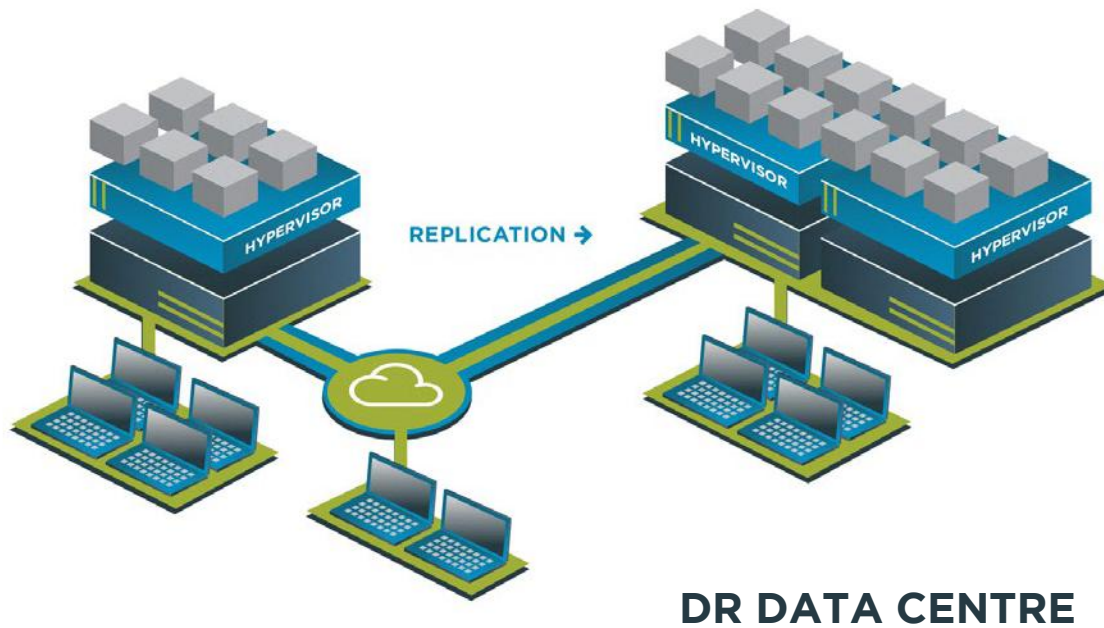| BEST IN CLASS	AVERAGE	LAGGARD
0.56	2.26	3.92

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CLIENT'S OFFICE

REPLICATION →

HYPERVISOR

DR DATA CENTRE

The Results

To-date, CWI enjoys the comfort of having all their business critical systems replicated to Lanworks' Datacenter. Within 10 minutes, Computer Workware can bring up their entire server environment or just a single server with only a few mouse clicks. Their DR environment can be accessed remotely by all staff or they can go onsite to the Datacenter and work from there. CWI has already benefited from the Instant File-Level Recovery (IFLR) feature (recovering an individual file from a replica) to restore SQL data from a replica that was several days old. A much faster and simpler recovery process, IFLR eliminates the need to recall tapes from offsite and load them into a backup server.

By partnering with Lanworks, CWI was able to ensure their business was protected with a proper and fail-safe solution which met or exceeded all business continuity requirements of their customers. They accomplished all of this without a capital outlay, without adding manpower and with a minimal impact on their internet bandwidth.

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[1] **Recovery Time Objective**

The maximum tolerable length of time that a computer, system, network or application can be down after a failure or disaster occurs. The RTO is measured in seconds, minutes, hours or days, and is a function of the extent to which an interruption disrupts normal operations and the amount of revenue lost per unit of time as a result of the disaster. These factors in turn depend on the affected equipment and application(s).

[2] **Recovery Point Objective**

The maximum tolerable "age" of files that must be recovered from backup storage for normal operations to resume if a computer, system, or network goes down as a result of a hardware, program or communications failure. The RPO is expressed backward in time (running into the past) from the instant at which the failure occurs, and can be specified in seconds, minutes, hours or days.

computer**workware**inc.

SOURCE:

GRAPH.1
"Enterprise Data and the Cost of Downtime," Independent Oracle User Group, July 2012

GRAPH.2
"Downtime and Data Loss: How Much Can You Afford?" Aberdeen Group, 2013.

GRAPH.3
Aberdeen Group, May 2013

*Personalized **IT** for Your Business*

ABOUT LANWORKS

For over 25 years, Lanworks has been committed to delivering the best IT solutions to businesses, by investing in partnerships with clients, building relationships with vendors and distributors, and truly valuing their employees. Through the five pillars of expertise in their service portfolio: Life Cycle Management, Security, IP Communications, Disaster Recovery, Business Continuity, Advanced Infrastructure and Collaboration, Lanworks is positioned to assist their clients through the entire cycle, from early stages of evaluating IT solutions to post-implementation support.

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