

# CASE STUDY



## Insurance Technologies Uses Double-Take® for Disaster Recovery

Insurance Technologies Corporation (ITC) is a Dallas, Texas-based company providing quality software solutions to the casualty and property insurance industry. ITC is the premier software provider for insurance agencies. With ITC's Comparative Rating software and data, agents can provide up-to-the-minute quotes for multiple companies. In addition, ITC offers insurance companies custom programming and data solutions to keep its agents on the cutting-edge in delivering rate information.

The mainstay of Insurance Technologies' business is its ability to quickly and easily provide information updates to its agent

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customers on a 24X7 basis. Agents dial into the Dallas-based server to download up-to-date insurance symbols-key reference numbers needed for calculating insurance rates. These symbols are updated constantly. "The symbol database must be over 400MB," said Laird Rixford, director of data operations at ITC. "And it is updated all the time. Some days it receives updates continuously, others less frequently. But that is one large and constantly changing file. Plus we also mirror 500MB of program files on top of that."

Because the insurance symbols database was key to keeping field agents

productive, Insurance Technologies recognized the need to provide effective disaster recovery protection for these key files and applications. "We set up a mirrored site 30 miles away and send over 1500 transactions through the connection every day," explained Rixford. "We run Double-Take on the paired servers." Now, whenever that large insurance symbols file is changed, the off-site replica of that file is changed as well. "The ability of Double-Take to

send only the file deltas-only the changed portion-of that 400MB file is key for us. Otherwise, with other products, every change of that file would mean a 400MB copy across the wide area network."

Amazingly, Insurance Technologies is able to keep constant updates to its off-site data with only a 128K ISDN connection. "It's more than adequate for the server mirroring to our off-site location."

In addition to providing continuous off site protection of crucial data for its agents, Rixford has discovered another high payback benefit of replicating his data in real time to another site. "On occasion the main site dial in becomes very busy. In that case, we can route calls to the off site server." Agents can call the alternate site-and since Double-Take is able to keep the replication site updated in real time, Insurance Technologies can distribute the load of potential users simply by having agents call in to the alternate site when the primary is busy.

### ITC-Prepared for the Future

Insurance Technologies further automates its customer's effectiveness by providing dial in distribution of new software as well. Having updates available for instant download by companies and agents makes software distribution an easier task, and is a hallmark of the company's success.

Increasingly, more and more business functions are handled electronically-and particularly on line. ITC has shown, through its leadership role in using technology, that the innovative not only survive, but thrive.

### System Configuration

**Servers: HP Pentium II servers**

**Dual RAID**

**Network topology: 100MB Ethernet backbone to dedicated ISDN link**

**Network OS: NetWare 4**

**NSI Software: Double-Take for NetWare**

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