

Case Study

Introduction

Endsleigh is an independent intermediary specialising in the provision of insurance and financial products for career people. Endsleigh pride themselves in offering a lifelong relationship they seek with their clients offering a full and appropriate product range that starts with students and continues to retirement and beyond.

Endsleigh has 1000 employees across the UK supporting their different, fully integrated, distribution channels. Their clients are busy professionals who require a competent and speedy service. Therefore Endsleigh's experienced sales staff are empowered to make decisions with the minimum of bureaucracy and referral. Endsleigh is the first insurance service company in the UK to gain accreditation from the Chartered Insurance Institute for their sales staff. Critical to this process is ensuring the IT infrastructure is available to support the sales staff at all times.

Endsleigh are sympathetic to the lifestyles of career people and offer a 24/7 service at www.endsleigh.co.uk.

Customer Requirement

The driving factor behind Endsleigh's decision to invest in an environmental monitoring service was that the commercial commitments to their client base meant they had to ensure the IT infrastructure was not only protected from a business continuity perspective, but to also ensure any early indications of a disaster were recognised in the earliest moments.

Endsleigh has a main computer room on its head office campus in a separate building to the IT department, some 500 metres away and a remote computer room mirroring servers to the main computer room approximately 5 miles away in a dedicated 'lights out' computer room environment. When they decided to look for a service provider it was critical that the service provider specialised in environmental monitoring and had a strong background in understanding disaster recovery and disaster prevention.

Conclusion

Steve Street of Endsleigh Insurance explains:

"We are impressed with the solution Spook proposed together with their understanding of disaster recovery and more importantly disaster avoidance. Within a fortnight of installation we identified a temperature problem in the remote computer room together with a series of air conditioning issues in the main computer room. Each time we were alerted to the incidents via e-mails and SMS and in each case Spook Support called within minutes to ensure we were investigating the source of the alert and offering advice and support.

Importantly, we are able to review via audit trail each incident. This allows us to look at trends or offer this as supportive evidence when suppliers investigate the problems. We are confident that our decision to invest in Spook has assisted in preventing more major accidents happening which would have meant invoking our recovery service provider. Obviously we are protected for disaster recovery but if we can prevent disasters happening in the first instance, the business suffers little or no disruption to service."

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The Solution

Spook installed a Spook Node in each of the Endsleigh computer rooms with a series of sensors attached to each one, monitoring for temperature, water ingress, smoke and humidity.

Both computer rooms are linked to LAN cameras which let the IT department remotely view the area via the Spook Console or a web browser.

If an alarm condition is detected, the Spook Console, which is resident in the IT department, offers an audible and visual alarm and starts a series of intelligent communication methods via e-mail, SMS or Spook Support 24/7. Spook Support receive hourly heartbeats from Endsleigh as well as receiving all alarms. Spook Support contact Endsleigh for all critical alarms 24/7.

