

OSG VERICLAIM partners with StorageCraft for true Business Continuity

OSG VERICLAIM provide services in areas of claims management, loss adjusting and business solutions.

Amongst their customers are high profile, prestigious, global insurance companies. OSG VERICLAIM have a staff of over 500 people.

Michael O'Toole, OSG VERICLAIM

“For OSG VERICLAIM, a very important part of my remit is to deliver (and guarantee) Business Continuity / Disaster Recovery. In our company, downtime can be hugely expensive (£100k + per day) but that’s not all – you have to consider the impact on our customers if we can’t deliver? What penalties would they impose on us? How will this affect our reputation?”

As Disaster Recovery is a highly specialised area, I made the decision to outsource this to an expert Disaster Recovery provider. The solution they created for us, protects our data on a local Backup and Disaster Recovery device (powered by StorageCraft) and also replicates our data to the Cloud.

Our provider, utilizing StorageCraft, has put in place for us a very robust testing plan - a plan that includes and performs regular simulated recoveries. These tests are fundamental in validating our recovery times, whilst also highlighting any issues.

We had an incident last year - a power surge blew one of our servers. We were in immediate contact with our provider and they set about restoring our systems (to a new server).

The whole operation recovery was smooth, calm and controlled, which was fantastic. We were back up and running in no time. This was really where the testing had paid off – for us, it seemed like another drill!

StorageCraft has been an integral part of our Business Continuity / Disaster Recovery planning. Their solution has proven its value both in testing and with real time disasters.”