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# CASE STUDY

## James Allen Insurance

*"I really appreciate LEAP's willingness to come in and learn what we know, and understand what we don't know. I never feel like they are trying to oversell us. And they've never made a promise that they couldn't keep."*

- Elizabeth Hauser, Operations and HR Manager

# UNCOVERING HIDDEN RISKS, LEVERAGING CURRENT TECHNOLOGY, AND MAKING WORK EFFICIENT AGAIN.

## CHALLENGE

Unhappy with their current IT provider, James Allen Insurance was having issues getting their provider to implement solutions that addressed their growing list of IT issues. Email was stalling out on a regular basis, backups were not being performed as expected, and time was of the essence to get work done efficiently and timely. And being in the insurance industry with lots of personal data and information stored on their server, compliance was also at the top of their list of concerns.

## SOLUTION

Tired of not having the attention of their current IT provider until something breaks, James Allen Insurance approached LEAP Managed IT to gain insight on their list of IT concerns. With more than 20 employees and a rapidly growing company, getting a solid solution in place needed to happen quickly. LEAP Managed IT walked through all of their challenges, reopened communication with James Allen's current vendors to gain a thorough understanding of their current technology, found ways to leverage their current software, and cleaned up the day-to-day performance of their machines.

## RESULTS

During the implementation process, LEAP Managed IT was able to identify that their line of business application had not been backed up in over two months due to the backup destination being full with no free space available. LEAP Managed IT installed a Network Attached Storage (NAS) device and configured their application to use this new device as it's backup location. LEAP Managed IT also set up daily backup notifications to ensure the ongoing success of their backup solution. Other solutions and results include:

- » **Email Migration to Cloud Hosted Office 365.** LEAP Managed IT was able to migrate all mail data, contacts and calendar information, as well as James Allen employees' mail archives. This ensures that James Allen will always have the most recent version of Microsoft Exchange, as well as Microsoft Office suite. Email going down or stalling out is no longer an issue and workflow productivity has improved tremendously.
- » **Implementation of a Managed Business Continuity & Disaster Recovery System.** This system allows LEAP Managed IT to back up the James Allen server infrastructure on an hourly basis. Robust recovery options were important to them, so this system was perfect for their IT needs. Business continuity is also achieved by leveraging features such as local and cloud virtualization of the infrastructure in the event of a hardware failure or natural disaster.
- » **Proactive IT Managed Services.** The most important aspect of this solution is the ongoing management of the firewall appliance, including 24/7 monitoring, software updates, and intrusion detection/remediation.
- » **Compliance and Risk Mitigation.** By installing a Dell SonicWALL "Next Generation Firewall Appliance", we are able to promote compliance that ensures the security of James Allen Insurance's network.

