



The challenge

Managing continuity of operations is now a matter of strategic importance: risk must be mitigated to provide members with service in all circumstances, as well as to control costs – rebuilding a damaged information system can be very expensive.

The transformation

IBM Resiliency, IBM's IT Disaster Recovery as a Service, meets ADREA Mutuelle's current needs, as well as providing scope for upgrades as and when these needs change.



Patrick Mazet
IS technical director,
ADREA Mutuelle

Solution benefits

RPO measured in minutes

The RPO (Recovery Point Objective) has been reduced from 24-48 hours to just a few minutes

RTO measured in hours

The RTO (Recovery Time Objective) has been reduced from 4-5 days to just a few hours

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The number of tests per year performed with the help of IBM

ADREA Mutuelle

Securing data and applications in the event of an incident

Founded in France's Rhône-Alpes region, ADREA Mutuelle is now a nationwide player in health, welfare, savings, and pension insurance. Key figures: 1 million individuals covered, 13,000 member businesses (from SOHOs to multinationals), 1,300 employees, 120 branch offices. Continuity of operations has become increasingly important as the mutual insurance firm has grown into a full-blown group. The first recovery solution was set up with the help of IBM in 2009. In 2016, ADREA Mutuelle further enhanced its disaster recovery solution, again with IBM.

“The skills required to implement data synchronization involve genuine expertise. It's no easy challenge! Our IBM contacts are specialists, placing their knowhow at our disposal.”

Patrick Mazet

Share



Risk Control

Today, controlling the risks to which information systems are exposed, ranging from minor incidents to disasters, is a matter of strategic importance. ADREA Mutuelle is now so convinced of this that it has made disaster recovery an absolute priority. “The merger of eight interprofessional mutual funds, resulting in ADREA Mutuelle as we know it today, has also led to complexity in IT infrastructure management; this clearly raises security issues,” says Information System Technical Director Patrick Mazet. Previously, a joint EIG had been set up. At that time, Patrick Mazet was Information System Security Manager (ISSM). In that capacity, in 2009, he organised the first disaster recovery plan, at a time when the Data Center was hosted on two connected IBM sites, one in the Lyon area and the other in the Paris region. Naturally, this first contract was signed with IBM.

From one IBM disaster recovery plan to another

“It was a very basic plan, but it met the requirements at that time,” explains Patrick Mazet. “IBM provided us with

the technical resources to handle risk management ourselves. But as time went by, we realised we would not be fully capable of rebuilding our information system.” Indeed, in the event of a major incident, ADREA Mutuelle could have lost up to 48 hours’ worth of data, and it could have taken up to four or five days to restore systems such as servers, networks, and applications. In terms of backups, things were less than ideal, too: there was just one backup per day, with tapes shipped to the Paris region by road. Traffic-related risks alone were non-negligible.

The firm was spared a disaster, but became aware of what was at stake in information system resilience, and so renewed its contract with IBM, this time for a more robust solution. “IBM offered us its current ‘warm’ recovery solution. This was operational within six months.”

All the technical resources and expertise of IBM

For ADREA Mutuelle, the aim of the disaster recovery contract is to be prepared to respond efficiently to any shutdown. IBM supplies resources — in terms of technical configurations

and expertise — that are more suited to the current needs of the mutual insurance fund, including data and server back-up and restoration. The service extends to cover two financial years, and a whole range of disaster scenarios. There is full support during tests, just as there would be in the event of a real-life disaster. Follow-up is provided by a dedicated project manager. “The skills required to implement data synchronization involve genuine expertise,” notes Patrick Mazet. “It’s no easy challenge! Our IBM contacts are specialists, placing their knowhow at our disposal.”

Patrick Mazet and his team can now provide IT resources to 1,300 ADREA Mutuelle users with complete confidence. Recovery times following a disaster are far lower than those specified in the first contract, while the risks of data loss are very low: backups are performed simultaneously on the two IBM sites. An even more advanced solution is possible should business considerations come to require it — or, for instance, to comply with new Solvency II regulations. Such an additional solution could quickly be rolled out if needs be.

The offer

- IBM Resiliency (Disaster Recovery as a Service)

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