

EC Insurance Company



EC Insurance Company (ECIC), part of the Electrical Contractors' Association (ECA), is a specialist UK insurer providing insurance solutions for contractors and trade associations across the building services sector and for other specialist construction professionals. The company has over 40 years of experience within the insurance market.

Client:
EC Insurance Company

Industry:
Financial services

Location:
Sevenoaks and London

Number of IT users:
50

Number of years in contract:
4

Challenges

ECIC had previously relied on consuming “shared services” delivered from the group. Historically, this model had served them well, but as a growing business, and a regulated entity with the Prudential Regulatory Authority (PRA) and the Financial Conduct Authority (FCA), it was starting to present them with a number of challenges around their IT infrastructure.

Why did they choose to outsource

To meet these challenges ECIC sought a partner to give them access to the technical expertise they needed. ECIC believed that outsourcing a number of IT components, whilst retaining a small internal IT team to focus on development, would enable them to give better service to their users which in turn would deliver a better service to their customers.

ECIC requirements

- Provision of a separate ECIC IT infrastructure platform for the delivery of back office systems, services and applications.
- The ability to implement the appropriate controls to support the on-going compliance and regulatory requirements relating to, the FCA and the PRA.
- Provision of an IT infrastructure platform and service.
- Protection of data, services and applications through delivery of a comprehensive disaster recovery solution, including replication of data to an off-site location and provision of emergency work space facilities.

Acora: Case Study ECIC

■ ■ *This joint partnership ensures we are delivering what we need to do as a business. Acora are the technical experts supporting us. Being able to talk to them about our requirements means we can react more swiftly than relying solely on in-house resource. This ensures we continue to deliver high levels of customer service.* ■ ■

David Beldham
Head of IT

- Provision of a comprehensive outsourced IT support service, providing 1st, 2nd and 3rd line support for users and IT infrastructure within the ECIC, with defined service level agreements in place, underpinned by an appropriate service level framework.

Why Acora?

ECIC worked with a third party provider to select their new partner and Acora went through a formal bid process with 5 other contenders. Ultimately it was their technical expertise, location, understanding of FCA regulations, 24/7 capability, together with the breadth and depth of service offering that resulted in Acora becoming the partner of choice for ECIC. Acora's solution would enable ECIC to replicate all key business data, services and applications between the new IT platform to dedicated hardware hosted within the Acora data centre facilities in West Sussex. Close proximity also ensured that ECIC could easily access the Acora DR suite for the provision of emergency workspace facilities.

Acora's Outsourced Support Service and Managed Infrastructure Service delivers

- Standard support for all incidents 7am to 7pm, Monday to Friday.
- Prioritised incident response based on incident severity.
- Management of the ECIC server, storage and network infrastructure.
- Where necessary, onsite incident support to ECIC on-site locations.
- Monthly service reporting and service review meetings between Acora and key business stakeholders.
- 24/7 monitoring and major incident management out of hours.
- IT Infrastructure update/patch management and change management to minimise environment and support risk.
- 2 disaster recovery (DR) tests per annum, using Acora's on premise DR facilities for both infrastructure and end-user work space.
- IT strategy support delivered via the Acora vCIO service.
- A security management service (added in 2016).

Business outcomes

- **Better resilience** - A fully resilient production environment and an improved business continuity planning (BCP) programme means ECIC can ensure systems are up and running in 4 hours, well below the recovery time objectives. A DR process that would in the past have been implemented out of hours is now carried out during daytime hours with minimum business disruption.
- **Remote working** - A new citrix environment in place means that users can log on remotely and don't have to be in the office for DR purposes.
- **Improved telephony** - FCA have guidelines on what you can and can't do with telephony. The partnership has brought about a smooth transition to the cloud telephony system to meet FCA guidelines.
- **Full service desk support with appropriate SLAs** – takes the pressure off the internal team and ensures user efficiency with minimal disruption.

Future plans

Acora is currently working with ECIC on a major infrastructure platform upgrade including Office 365 integration.

