

11:11 Cloud ensures effective, easy migration, scalability, and security for Cochrane & Company.

SOLUTIONS: IaaS, BaaS, Insider Protection

Client Profile

Cochrane & Company provides retail agents with professional and timely insurance underwriting services. Established in 1960 and headquartered in Spokane, Washington, it is now one of the premier General Agents in the West and licensed in all 50 states with a growing national footprint. With decades of experience supported by binding authority and strong carrier relationships, Cochrane & Company helps its customers navigate today's complex insurance environment and deliver the coverage their clients need.

The Biggest Selling Point

Chris Olinger took over the day-to-day operations of Cochrane & Company's server and network infrastructure 16 years ago. Not long after, he essentially built the company a whole new data center — planning, constructing, even installing all the servers by himself — and has been maintaining it ever since. However, as the company steadily grew in the intervening decade and a half, a common problem arose: Too much data and not enough manpower.

"We started to realize just how big our environment had become, and that it was just too much for one person to handle. As we weighed what to do, we considered moving to the cloud with Azure or AWS, but ultimately, neither of those solutions worked well for us," Olinger said, noting that the company's existing virtualized environment wouldn't have been compatible, nor would his team have had the in-house expertise to make it work. Instead, Olinger opted for [11:11] Secure Cloud, which allowed Cochrane & Company to run its existing VMware workloads in

the cloud without refactoring, without re-architecting, and without disruption.

"We chose [11:11]'s cloud because its underlying VMware-based technology was something we knew, trusted, and were already using," Olinger said. "That allowed us to basically take our existing VMware infrastructure and move it to the cloud with no changes or requirements."

Beginning with Cochrane & Company's onboarding process through to its present operations, Olinger has never been alone in the cloud with [11:11]. He no longer had to worry about the added responsibility of building, maintaining, or refreshing the company's data center infrastructure on his own, freeing up time to work on more pressing business initiatives.

"Managing a data center and a server infrastructure is a 24/7/365 job. Unfortunately, you only have so much available bandwidth during the day," Olinger said. "I'm so happy [11:11] is now handling all of that for us. From my perspective, that's the biggest selling point — let them take care of it and then use the time and resources we've saved to focus on something else."

CHALLENGES

- Aging on-premises hardware
- Need for flexible and scalable solution
- Enable secure and reliable access to data
- Increasing cybersecurity threats

SOLUTIONS

- 11:11 Cloud
- 11:11 Cloud Backup for Veeam Cloud Connect with Insider Protection

BENEFITS

- Continuous data availability and uptime
- VMware and Veeam compatible solution
- 11:11 Cloud Console usability

PROFILE

- Size: SMD
- Industry: Insurance

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Chris Oligher, IT Operations Manager at Cochrane & Company

Take it Easy: Manageable Migration and Simple Scalability

While Oligher had been plotting to take Cochrane & Company to the cloud for some time, he decided to finally pull the trigger after an unfortunate, but ultimately benign server failure. With the down equipment close to five years old and in need of a refresh, the calculus of building a new host for his team to manage didn’t add up.

“That server failure was the straw that broke the camel’s back,” Oligher said. “I ran the numbers on what it would’ve cost to spec and build a brand new host versus the cost of going with [11:11] and the decision was clear. We’ve always prided ourselves as being a company on the cutting edge of tech, so moving to the cloud with [11:11] was just a natural next step.”

As of right now, Cochrane & Company is using [11:11] Secure Cloud to host its development and testing environment with the plan of eventually transitioning to the cloud full-time. With [11:11], this journey is simplified by a comprehensive migration approach that includes a dedicated project manager and cloud services engineers to ensure that data is migrated safely and securely to the [11:11] Cloud Platform.

“[11:11]’s Infrastructure as a Service (IaaS) solution provides a simple, safe, and self-contained environment for us to essentially wholesale unplug and move whatever we need without affecting anything else,” Oligher said. “As you can see, we’ve been really satisfied with it.”

[11:11] Secure Cloud was particularly beneficial given the specialized and variable nature of the company’s industry. In the past, Oligher has had to quickly add network capacity on his own by standing up servers and connecting networks after an acquisition or an influx of customers. With [11:11], that process is now as simple as a phone call.

“That’s another factor that pushed us to the cloud — you can add capacity far more quickly and cost effectively,” Oligher said. “With [11:11] Secure Cloud, all I have to do is make a call to the support team about upping our capacity and it’s done.”

Data Protection Inside and Out

In the beginning, Oligher was solely focused on IaaS, but as the partnership with [11:11] progressed, he soon learned about its suite of data protection services, including [11:11] Cloud Backup for Veeam Cloud Connect with Insider Protection.

So a few months later, when Cochrane & Company needed to increase its backup capacity, all he had to do was call his [11:11] account manager. Thanks to the Secure Cloud Console, [11:11]’s award-winning, unified management platform, Oligher can easily add, manage, and monitor all of [11:11]’s services over a single pane of glass.

Another benefit to [11:11] Secure Cloud Backup was its Insider Protection service, which guards against internal and external threats including ransomware and malicious or accidental deletion. An exclusive service for those running Veeam Cloud Connect, Insider Protection automatically moves backup files to an air-gapped location that is not visible or accessible to the customer or available to public routing. These files are retained in this isolated location and can be saved and transferred back once ready to restore data. With Insider Protection, Oligher has the confidence that his data is safe, available, and easy to restore quickly following a data loss event.

“The Insider Protection product was another key selling point for us. Having a cold copy of our backups that can’t be accidentally or purposely messed with provides a lot of peace of mind,” Oligher said. “We can’t accidentally turn something off or override it or download a piece of ransomware that messed with it. That added security was a big driver.”

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