



Insular Life Simplifies Data Protection with Rubrik



INDUSTRY:

Insurance

RESULTS:

- 83% management time savings (mins vs. hours)
- 90% reduction in data center footprint
- Instant server recovery

THE CHALLENGE:

- Complex and time-consuming legacy system
- Threat to data integrity and protection

Located in the Philippines, Insular Life is the first and largest Filipino life insurance company with over 110 years of experience providing financial protection, savings, investments, and retirement solutions to customers directly and through its subsidiaries. Recognized as the only mutual and largest Filipino insurance company in terms of total assets, Insular Life has been at the forefront of spreading the benefits of life insurance to all Filipinos for more than a century.

Larry C. Delos Santos, SAVP, Head of Technical Services, Information Technology Division, is responsible for Insular Life's IT Infrastructure team that supports around 1,000 employees and over 4,000 agents. The IT team plays a vital role in ensuring business continuity, driving digitalization and supporting new ways for sales agents to interact effectively with customers, particularly with the onset of the COVID-19 pandemic. Saddled with a complex and manual legacy system, Insular Life faced an array of challenges affecting their data integrity and scalability of business operations.

"As a result of the pandemic, we have been enhancing and transitioning our customer interactions to support e-commerce sales. This reinvention of the way we traditionally do selling has been challenging to not only the IT team, but the organization as a whole," said Delos Santos.

MANAGING COMPLEX LEGACY SYSTEMS

Prior to Rubrik, Insular Life backed up its data to tapes for several decades. The archiving and storage of these tape cartridges, in compliance with evolving regulatory guidelines, were difficult tasks for the organization to manage. "One of the most complex tasks to undertake was to test the prior backup where you'd have to get the tapes and test if they're truly restorable," he said. "In the past, there were instances where the tapes had issues with readability and damage to the cartridges. We agreed that it was time to find a modern solution."

Delos Santos needed to modernize Insular Life's data backup process to improve the company's ability to scale operations, as well as simplify and unify its data protection, restoration, and storage activities. After surveying the market for a solution to migrate from the legacy backup system, he selected Rubrik's Cloud Data Management solution.

The immediate benefits affecting business continuity were clear to Delos Santos. "Rubrik helped our business operations by providing us better ways and means of implementing disaster recovery. Instead of transporting the tapes to a remote archive location, we can electronically transfer data between several sites. It provided cost savings and significantly helped ease operations, especially during the pandemic when people's movements were limited," he said.

DATA MANAGEMENT AND PROTECTION SIMPLIFIED

With focus on driving business continuity, Insular Life leverages Rubrik in their working relationship with their developers. Rubrik is especially effective as it enhances Insular Life's ability to restore data instantly, as well as ensure data availability at all times. "I have seen Rubrik's instant recovery capabilities and how simple this feature is to use. This is exactly what we need to be as efficient as possible."

Rubrik also helps Insular Life adhere to regulatory compliance requirements around data backup, disaster recovery, and archiving. "Rubrik has helped make my team more efficient in complying with data archiving requirements," he added. "We can stay within our committed industry availability requirements with quicker maintenance periods, which has a big impact in terms of system availability to internal users."

"The time previously spent managing backups can now be used for managing and administering other systems — it's a much more productive use of administrative time," said Delos Santos.

The IT department maintains a hybrid environment that includes a mix of 200 physical and virtual servers. Additional benefits include:

- **83% management time savings:** "Before Rubrik, we used to spend about 2 hours per day managing backups. Now we spend less than 30 minutes. The systems are available to my users earlier, so they have more time doing their job rather than waiting for the system to be up and running."
- **90% reduction in data center footprint:** "Instead of maintaining one rack of tape backup, we now utilize only about 4U to 5U of space within a rack."
- **Cloud-first strategy:** "Rubrik supports cloud functionality by archiving data on the cloud for disaster recovery. This strongly aligns with Insular Life's cloud-first strategy as we engage in new digital projects."
- **Peace of mind:** "Rubrik's enhancement of ransomware recovery and data security capabilities bring us confidence that our data is safe and sound."
- **Instant server recovery:** "Server recovery used to take up to three hours for a single server. With Rubrik, we can recover a server in minutes."



Global HQ

1001 Page Mill Rd., Building 2
Palo Alto, CA 94304
United States

1-844-4RUBRIK
inquiries@rubrik.com
www.rubrik.com

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