



Reviewing business continuity and recovery processes with a focus on business intelligence systems in an analytics-driven organisation.

Insurance – Business Intelligence & Data Warehouse Disaster Recovery Plan



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CASE STUDY

Reviewing business continuity and recovery processes with a focus on business intelligence systems in an analytics-driven organisation.

PROBLEM

This insurance client provides quality motor, home and travel services to the people of South Australia and Broken Hill.

As they move from an on-premises business intelligence infrastructure using Microsoft data platforms towards a hybrid architecture in the cloud on Azure, they are reviewing its disaster recovery and business continuity plan to accommodate modern data analytics platforms aligned with APRA Prudential Standards.

The client required a partner to assess its current business continuity and disaster recovery as it pertains to its data analytics platforms, underpinning many business processes.

The assessment was to:

- Review and update potentially out-of-date processes/procedures
- Modernise the approach by leveraging more cloud options to safeguard their data platform and potentially return to business operations sooner.

So how is exposé assisting this client in achieving their objective?

SOLUTION

exposé began by thoroughly analysing the client's business intelligence and data warehousing infrastructure to understand how data is managed and presented. The analysis was conducted in stages, each focusing on a different area, such as data centre management, security, data storage, and process management.

During the discovery phase, exposé consultants worked closely with the client's Data Services team and business units to gain insights into their current practices. Based on these findings, exposé recommended modifying existing processes or developing new ones to align with best practices in disaster recovery and business continuity.

exposé also identified areas that could benefit from leveraging the scalability and manageability of Azure cloud storage and orchestration platforms to enhance the disaster recovery and restoration process.

BUSINESS BENEFITS

exposé's recommended modifications to the disaster recovery plan allowed this client to manage their daily backup and restoration processes more efficiently. Implementing the recommended plan will reduce business continuity risks associated with manual restoration processes due to more robust failover and shorter fallback times.

Other benefits include:

- A data-warehouse-focused recovery and restoration approach will ensure essential processes are resumed quickly.
- Identifying advanced future improvements and strategies for re-focusing current disaster recovery processes to accommodate migration to the cloud.
- Identifying opportunities to create an advanced platform for automatically resolving future business requirements (technical domain).
- Identified improved prioritisation of reports and analytical functions for restoration during a disaster recovery scenario.