



HERMAN AGENCY

WHEN IT COMES TO INSURANCE, HERMAN AGENCY, INC. HAS BEEN A PIONEER AND CLIENT ADVOCATE SINCE 1962.

CASE STUDY

HERMAN AGENCY

Their brokerage firm is highly sophisticated, and offers comprehensive solutions from some of the most respected carriers in the business. But when it comes to their IT system, management realized they might need a little help. You can't judge a fish on how well it can climb a tree, right?

INSURANCE COVERAGE

1. In accordance with paragraph 1.1 of the Option Agreement and Option Agreement named by

ABOUT THE CASE

Outdated servers and high costs of IT troubleshooting were only a few of the issues holding the Herman Agency back, so we investigated and overhauled the entire system—all without disturbing their business continuity.

But let's dive into some of Herman Agency's more specific problems, shall we?

// PROBLEM 1

OUTDATED TECHNOLOGY

Over the years, the system at Herman continued to grow older, more dysfunctional, and less useful. Their software and hardware were becoming obsolete, their slow moving servers frequently hurt productivity, and data needed on a daily basis was often simply inaccessible. This hit the company hard, especially out in the field when sales people were attempting to go over data with their clients. The longer they waited, the more daunting the idea of replacing it became.

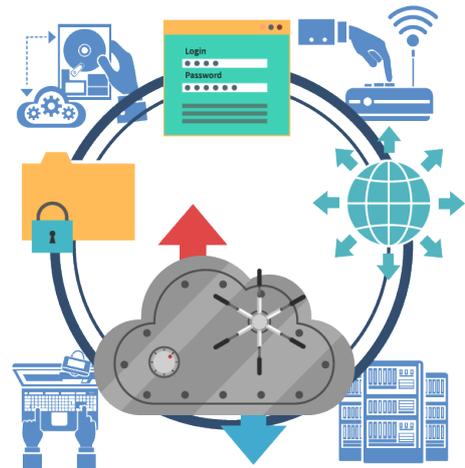
THE SOLUTION

Adar's understanding of the industry finally brought the Herman Agency a seamless solution. The company's entire IT system, servers, desktops, and software were added to a private cloud, along with state-of-the-art antivirus/anti-spam solutions, a disaster recovery system, and more. This solution didn't come with a hefty price tag either, because the amount of hardware was limited, saving them money right up-front.

// PROBLEM 2

RISK OF DATA LOSS

The Herman Agency's reliance on internal systems for their main and backup servers made them extremely vulnerable (we're talking balloon-in-a-room-full-of-thumbtacks vulnerable). With this system, data loss due to a single disaster such as fire, flood, or hackers could end up being costly and potentially impossible to restore. They needed a solution, and they needed it fast.



THE SOLUTION

With Nerdio, the risk of data loss is at an all-time low. All software and hardware are top-of-the-line with 24/7/365 monitoring and security. The Herman Agency is now protected against any downtime due to hardware failure, power outages, or any other disaster (we're looking at you, Mother Nature). Frequent secure backups also assure the Herman Agency that their info is always in compliance with HIPAA requirements, and of course, safe from tampering. And we're sure they're getting better sleep, too.

// PROBLEM 3

IT PARTNER

The Herman Agency often used their own non-IT staff for daily troubleshooting and updates, which lowered employee productivity while delivering less than optimal solutions (think: using gum to patch a bucket). Their outlook was more of a "firefighting" reactive approach, and because they only had time to put out the problems as they came, they never had a chance to look forward and figure out how to eliminate them altogether. And while their IT partner had reliable support, the outside resources that they offered could not completely compensate for the outdated systems and recurring problems.



THE SOLUTION

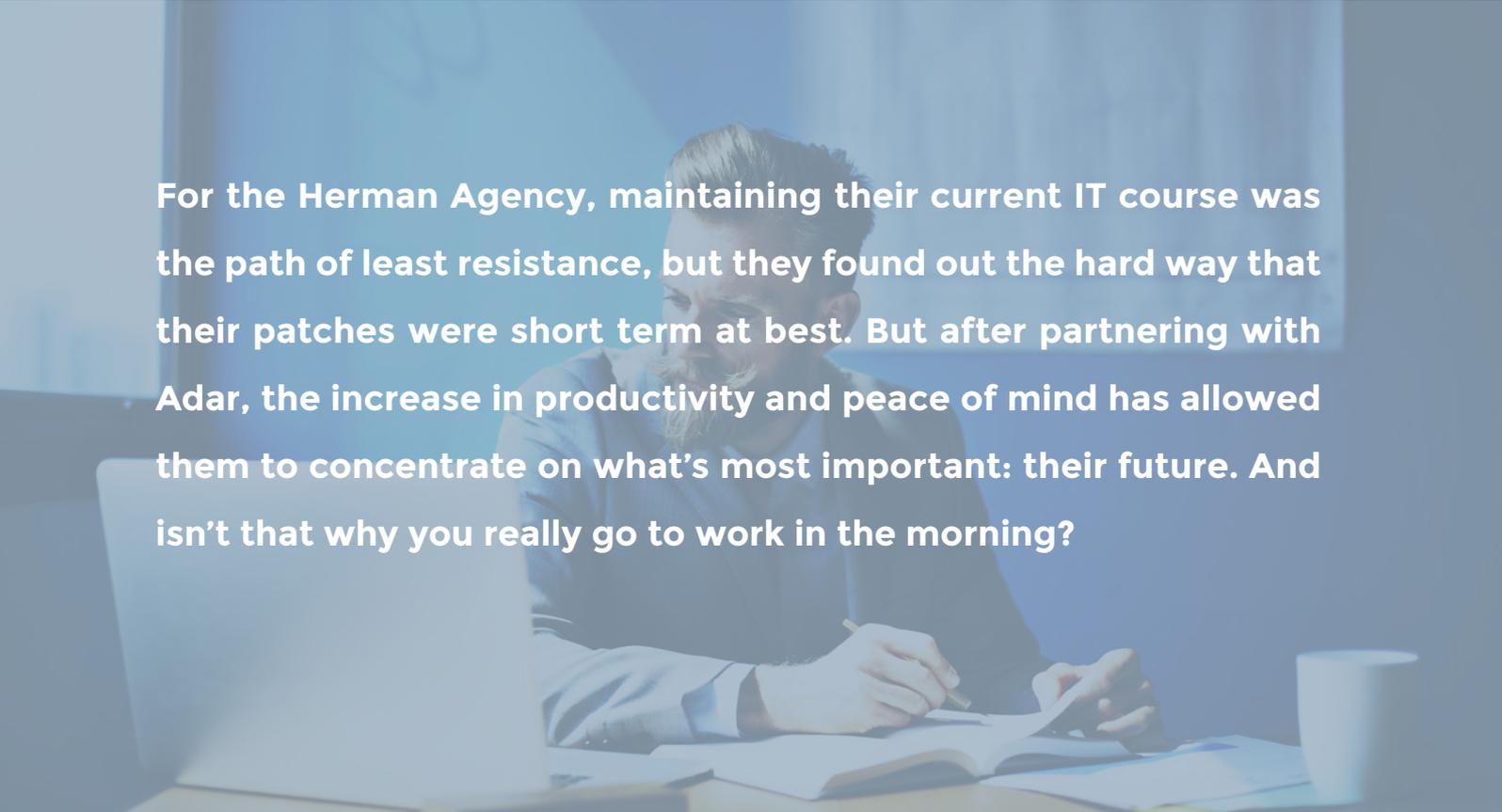
When we met with the Herman Agency, we identified a private cloud solution utilizing Nerdio as their best option. Each and every day, we work to maintain business continuity, provide disaster prevention practices, data protection, off-site access, and more. We make sure that their systems are connected—at home or on the road, and that there's always a friendly face just a call away.

**BRANDI SHUGARS,
DIRECTOR OF OPERATIONS AT HERMAN AGENCY SAYS**

“

It is a true partnership and Adar is consistently thinking with our best interest in mind. I can go to sleep every night knowing that everything is in place, and that we have Adar behind us.

”



For the Herman Agency, maintaining their current IT course was the path of least resistance, but they found out the hard way that their patches were short term at best. But after partnering with Adar, the increase in productivity and peace of mind has allowed them to concentrate on what's most important: their future. And isn't that why you really go to work in the morning?