



Customer Case Study

Reliable private cloud and disaster recovery with a trusted partner



Rockford Mutual Insurance Company



Organized in 1896, Rockford Mutual Insurance Company primarily writes automobile, homeowners, farmowners and commercial multi-peril in Illinois, Wisconsin and Indiana.

Their mission is to provide service that exceeds the expectations of their agents, their policyholders while maintaining consistent surplus growth and capital preservation.

Highlights

Challenges

- Needed a secure, scalable colocation facility with high reliability.
- Required a concurrently maintainable data center for redundancy.
- Sought instant failover DR to ensure business continuity during disruptions.

Challenges

Find flexible, scalable and secure colocation. Required concurrently maintainable facility Needed an instant-failover DR solution

When you're responsible for policyholders dealing with unthinkable and unforeseen circumstances, reliability is paramount. A policyholder navigating the complexities of replacing their lost possessions does not care what technology solutions their insurance provider utilizes. Their only concern is their provider's unfaltering reliability to facilitate their restoration back to normal. Rockford Mutual Insurance Company recognized this trust their policyholders place in them and, in turn, sought an IT partner that could provide uptime and redundancy that policyholder trust requires.

When Rockford Mutual Insurance Company determined their current colocation facility was not a concurrently maintainable facility, could not scale to meet their needs and lacked the highest standards in operational processes, they started shopping around. "We did our due diligence," said William Hanby, Rockford Mutual Insurance Company's Chief Information Officer. "We needed an environment that focused on security of the infrastructure and reliability."



Challenges

Solution

- Partnered with US Signal for colocation in a highly redundant, concurrently maintainable data center in Madison, WI.
- Implemented real-time data replication across multiple clouds for instant failover.

Results

- Achieved dependable colocation with high redundancy and security.
- Ensured instant failover DR for uninterrupted service to policyholders.
- Gained peace of mind with secure, scalable infrastructure to protect sensitive customer data.

The answer to Rockford Mutual Insurance Company's need became apparent when they toured US Signal's concurrently maintainable data center in Madison, Wisconsin.

Built in its first phase in 2008, the now 60,000-foot facility features fully redundant data and power connections, along with on-site backup generators and carrier-neutral connectivity. Additionally, the data center features 24/7 security, biometric access scanners, real-time tracking of staff and visitors and more than 50 HD closed-circuit cameras for monitoring.

Hanby and his team determined this was the location to house their critical data, not just for backup, but for replicating simultaneously, ensuring access to their data no matter the circumstance. It was key to have their data physically within driving distance (less than 200 miles), but housed in a data center that could withstand the often inclement weather in Illinois, which can include tornados in the summer and ice storms in the winter.



Results

Once Rockford Mutual Insurance was colocated in the US Signal data center in Madison, the benefits were immediate.

- They now have dependable colocation in a concurrently maintainable data center.
- The high level of redundancy ensures they can respond to their customer needs no matter the circumstance.
- The maximum security ensuring their policyholder data is protected gives them the peace of mind that they're protecting their policyholders in every way.

“The advantage of US Signal is that there are multiple entities in the US Signal environment and multiple clouds for a high level of redundancy. I want to reduce the dependency on backups, so having data centers tied together replicating simultaneously for instant failover is key. We take our customer data seriously. When our policyholders need us, they need us now, and US Signal’s enabling that reliability.”

-William Hanby





Digital Infrastructure Solutions Built for Your Business



US Signal, established in 2001, is a premier national digital infrastructure company that operates a fully owned fiber network to deliver a wide range of advanced digital solutions. Our offerings include robust cloud services, secure colocation facilities, high-performance connectivity, comprehensive hardware resale, and managed IT services, empowering businesses to enhance their operational efficiency through tailored network, data center, data protection, and cybersecurity solutions.