EMC Insurance

EMC Insurance Companies is in the top 60 property/casualty organizations in the USA and one of the largest in Iowa, serving policyholders and a strong network of independent insurance agents since 1911. Today, EMC Insurance employs more than 2,400 employees in 19 locations across the country. Delivering comprehensive protection, superior service and financial security in more than 40 states, EMC Insurance was named a five-star insurance carrier in a 2018 report by Insurance Business America in the categories of reputation and financial security, claims processing, range of products and commitment to the broker channel.

EMC HQ Profile

Located in Des Moines
5 office buildings
210TB of managed data
300 cameras

Overview

EMC's headquarters, located in Des Moines, comprise 5 buildings coupled with another 8 remote offices at present. They have been using Milestone XProtect for their surveillance needs. The Milestone setup consists of seven recording servers each storing 30TB of camera data - servers are split between the main office in Des Moines, and another data center 30 miles away for High Availability.

The Customer Challenge

The EMC Security Office issued a new requirement that video retention periods are increased by 50%. Despite running five 30TB servers at the time, EMC were unable to meet the longer retention policy goal. Added to this, EMC had already made a substantial investment in on-premises storage, and they did not want to continue to expand local storage as the cost would be prohibitive. Hence, they decided to look for an alternative solution that could enable them to extend storage to the cloud cost-effectively, achieve longer retention periods and accommodate their increasing number of security cameras.
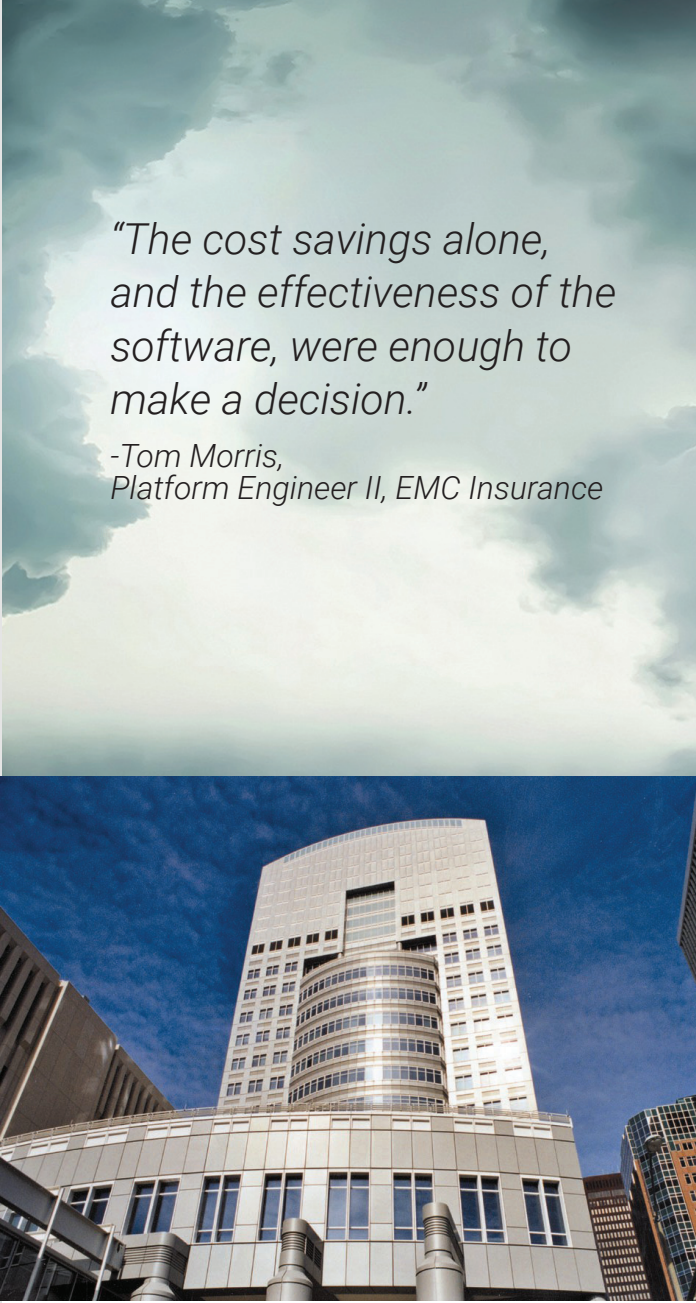
The Tiger Technology Solution

In June 2019 Tom Morris, Platform Engineer at EMC, embarked on a project to offload EMC data & applications from on-premises storage to AWS Cloud. As part of his research into AWS cloud compatible solutions that could enable storage extension and increase video retention periods, in September 2019 Tom discovered the Bridge technology and reached out to the Tiger Technology team. At the time, Bridge was the only solution he was able to find that met the exact needs of EMC.

"We were looking for a solution that can enable us to put our data up in the cloud because we know how costly on-prem storage can be, and we were lucky enough to find Tiger Technology," says Tom.

Driven by the goal to revamp all production servers and offload data to AWS cloud as soon as possible, he began testing the software only to find out it was exactly what he was looking for. "The cost savings alone, and the effectiveness of the software, were enough to make a decision," Tom recalls.
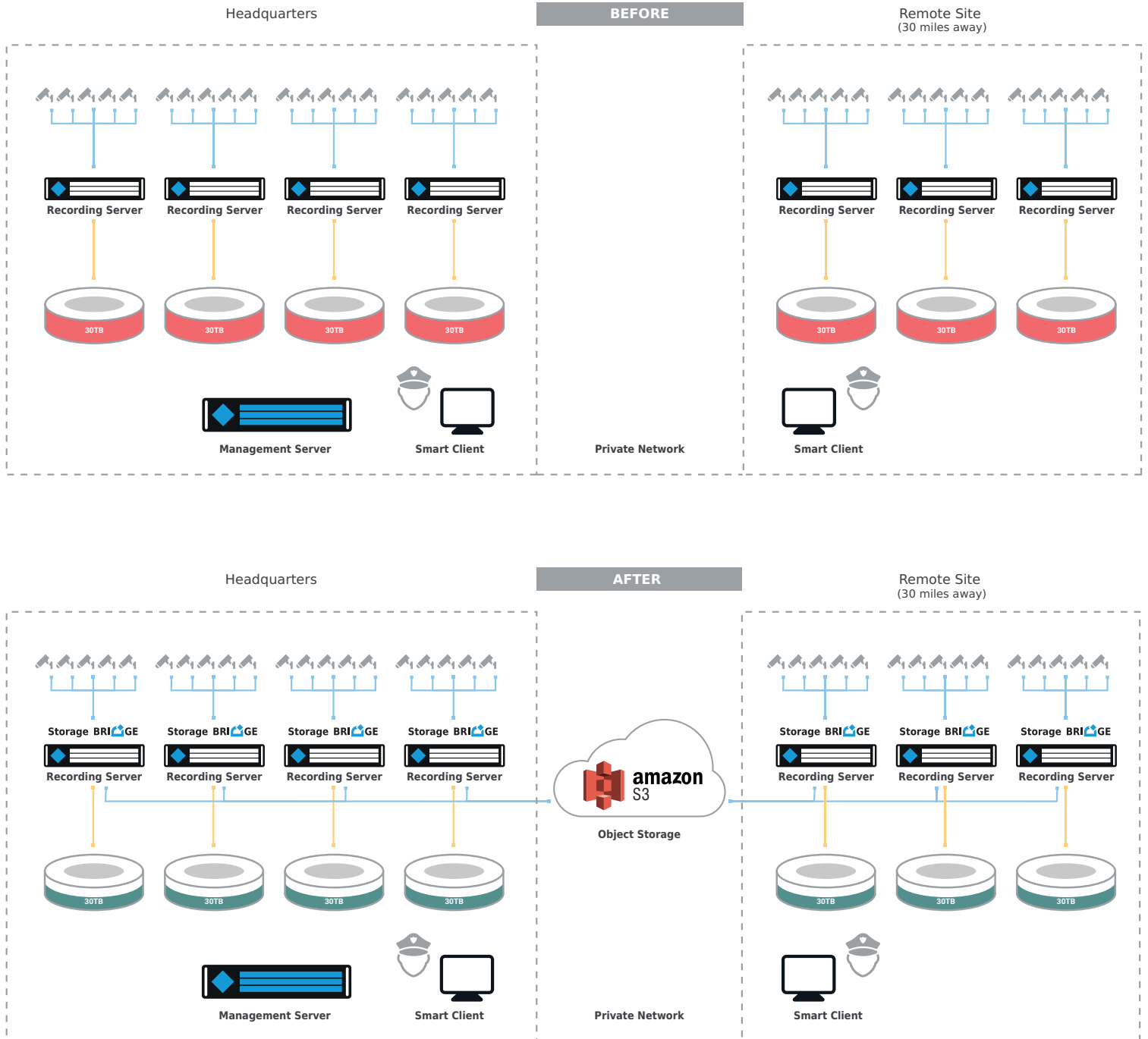
As an early adopter of the Bridge technology for Surveillance, Tom was immediately impressed not only by its capabilities but also how easy it was to set up, configure and connect this software-only solution to the right AWS S3 bucket. "Once I got the install file off the Tiger Technology website and was able to build the S3 bucket in AWS cloud, it took me probably about 15-20 minutes from installing it on the server to connecting it to cloud. We had about 4 servers we were dealing with at the time. It took me about 1.5 hours to get everything up and running," shares Tom Morris.

EMC did not need to introduce any changes to their infrastructure setup in order to integrate Storage Bridge, and the Tiger Technology team guided them through the entire process. "Tiger support has been absolutely terrific even when I had issues at off hours, let's say on a Sunday. To me, apart from the application working as we wanted it to, the customer service has been excellent," adds Tom.

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>
> *-Tom Morris,*
> *Platform Engineer II, EMC Insurance*

Tiger
Technology

BEFORE

Headquarters

Recording Server
Recording Server
Recording Server
Recording Server

30TB
30TB
30TB
30TB

Management Server

Smart Client

Private Network

Remote Site
(30 miles away)

Recording Server
Recording Server
Recording Server

30TB
30TB
30TB

Smart Client

AFTER

Headquarters

Storage BRIDGE
Storage BRIDGE
Storage BRIDGE
Storage BRIDGE

Recording Server
Recording Server
Recording Server
Recording Server

30TB
30TB
30TB
30TB

Management Server

Smart Client

amazon
S3

Object Storage

Private Network

Remote Site
(30 miles away)

Storage BRIDGE
Storage BRIDGE
Storage BRIDGE

Recording Server
Recording Server
Recording Server

30TB
30TB
30TB

Smart Client

Customer Results

Cost Savings

The most significant impact of Storage Bridge has been the substantial storage cost reduction achieved by its integration into the EMC workflows. "We've been using Storage Bridge for over a year. It's been saving the company quite a bit of money," Tom concludes.

Increased Retention Periods

EMC Insurance is now also able to meet any future retention requirements and add more cameras without the need to expand their on-premises storage.

Ease of Use

The EMC experience of using the Storage Bridge software has been seamless from its simple & quick settings to its smooth performance. A particular advantage of Storage Bridge for EMC is that it is tightly integrated into Milestone XProtect and everything can be seen and operated via the same interface.

"To me, apart from Storage Bridge working as we wanted it to, the customer service has been excellent."

-Tom Morris,
Platform Engineer II, EMC Insurance

Tiger Technology

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