

Case Study

FIS Global Partners with Asigra to Provide Financial Services Clients with Enhanced Secure Data Protection that Meets Compliance Mandates



- World's largest global provider dedicated to banking and payment technologies
- Serves more than 14,000 institutions in over 110 countries
- FIS has also been named the number one overall financial technology provider in the annual FinTech 100 rankings for three consecutive years



SUMMARY

FIS Global, the world's largest global provider of banking and payments technologies, partners with Asigra Inc. to provide the company's banking clients with a secure, reliable and compliant data recovery solution. The company makes it a priority to provide industry-leading solutions to its customers. When it comes to information security and access, Asigra is a key partner in ensuring compliance and data availability for their clients. To address customer requirements—particularly in light of the company's rapid growth—FIS Global needed a flexible, scalable backup and recovery solution. In 2012, the firm acquired ProNet Solutions a long-time Asigra Hybrid Partner adding cloud backup services to its service portfolio.

CUSTOMER OVERVIEW

Based in Jacksonville, Florida, financial technology provider FIS Global serves more than 14,000 customers in over 110 countries and has more than 37,000 employees worldwide. The FIS team holds leadership positions in payment processing and banking solutions, and offers software, services, and outsourcing of the technology that drives financial institutions. Focused on innovation, new product development, and enhancements, FIS Global strives to help clients worldwide address their business challenges by providing secure and reliable solutions for information security. With the rapid growth of the organization combined with stringent compliance regulations within the financial services market, FIS Global sought a secure, reliable backup solution to help its customers comply with regulatory mandates in the financial services sector while improving operational performance for its clients.

BUSINESS SITUATION

With a long history in the financial services space, FIS Global always placed a high value on safeguarding its clients' assets and data. But when the company experienced extremely rapid growth in a short time period, it needed a flexible, scalable solution for its data protection technology that would ensure fast and reliable backup and recovery without cumbersome management or time requirements.

Specifically, FIS Global required wide-scale data protection with the ability to service both clients with small capacity backup and recovery needs, and larger clients with capacity needs up to and exceeding 10TB. The company's goal was to increase its total addressable market with a robust, secure solution that would enable them to meet the needs of this diverse customer base.

“As a financial services business, it is critical that client data remains accessible and securely stored. Equally important is the ability to retain data over extended periods of time to meet compliance mandates. Because our business was growing so quickly, we needed to upgrade our backup service portfolio with an advanced solution. Asigra's cloud backup service provides a resilient clustered solution that enables us to meet the needs of customers large and small, increasing our total addressable market.”

Glen DeGeare, Backup Engineer, FIS Global

SOLUTION

The Asigra-powered solution immediately provided support for both physical and virtual IT environments, as well as high-performance local and remote backup and recovery. The solution also gave FIS Global's customers peace of mind with the NIST FIPS 140-2 certification, and AES-256 encryption of data in-flight and at-rest. Using Asigra's comprehensive feature set, the solution additionally offered long-term data recoverability and the highest level of data security available to help the company's clients in the financial services industry meet strict compliance mandates.

FIS Global highlighted LAN Storage Discovery as another valuable feature of their cloud backup and recovery service powered by Asigra for helping its customers achieve cost savings. This feature allows FIS Global to conduct customizable data analysis on a per client basis, segmenting the data to identify which information can be stored for long-term data retention using less expensive storage.

The solution delivered by FIS Global is powered by Asigra Cloud Backup™ software, the industry's leading cloud-based data recovery software with over one million installations worldwide. The software is built for efficient operation and easily integrates with public, private, and hybrid cloud architectures. Asigra's agentless software architecture provides for simple deployment and hands-free management while providing advanced features that include global deduplication, automated mass deployment, autonomic healing, and validation restore capabilities.

“As we have grown our business with Asigra, we have come to appreciate the overall value of our partnership. The company is very responsive to our concerns and provides several venues for discourse, including a partner advisory council which meets regularly. Asigra's value beyond software also includes a dedicated partner development manager, enumerable opportunities and insight from the annual Cloud Backup Partner Summit and flexible training programs. This multi-dimensional support in sales, marketing and training is very complementary to their technology and reinforces our success.”

Doug Hood, Chief Architect, FIS Global

ASIGRA CLOUD-BASED DATA RECOVERY DELIVERS

- Single integrated solution for all data protection needs
- Policy-based protection based on the user's IT environment and recovery requirements
- Optimization of IT resources for enhanced utilization
- Data encryption that secures data in-flight and at-rest with full support of rigorous compliance requirements
- High-performance data recovery compared to tape.

BENEFITS OF A PARTNERSHIP WITH ASIGRA

As a long-time Asigra Partner, FIS Global is extremely satisfied with the service and support, offered by Asigra as the technicians are extremely knowledgeable and helpful. Furthermore, Asigra is very supportive with respect to sales, marketing and training and provides several programs that facilitate partner success. The company's annual partner conference in Toronto is an excellent venue that offers hands-on training and connections with staff and industry experts to streamline service delivery and elevate FIS Global's industry footprint. Asigra also offers comprehensive training and certification that provides top of the line education to ensure the company is knowledgeable and in alignment with the latest advances. FIS Global's customer service center provides 24/7 access and technical support requests are responded to immediately.

In support of FIS Global's customers' compliance requirements, Asigra Cloud Backup encrypts data in-flight and at-rest using AES-256 encryption. Additionally, Asigra is NIST FIPS 140-2 certified for the highest level of third-party security certification available. The Federal Information Processing Standard (FIPS) is an internationally recognized standard for cryptography products and encompasses all aspects of Asigra's solution. The security requirements cover 11 areas related to the secure design of Asigra Cloud Backup, from physical and logical integrity of the software to system level functionality such as user access control and key management. The certification provides one of the highest levels of assurance for security products, and requires extensive third-party lab certification.

FIS Global looks forward to the Asigra solution continuing to help them serve their clients' needs as their business grows. With plans to expand geographically across the United States, FIS Global's long-term goals include extending its partnership with Asigra to implement a full disaster site, and launching a new DS-System in the service provider's recently completed data center.



About Asigra

Trusted since 1986, Asigra provides organizations around the world the ability to recover their data now from anywhere through a global network of partners who deliver cloud backup and recovery services as public, private and/or hybrid deployments. As the industry's first enterprise agentless cloud-based recovery software to provide data backup and recovery of servers, virtual machines, endpoint devices, databases and applications, SaaS and IaaS based applications, Asigra lowers the total cost of ownership, reduces recovery time objectives, eliminates silos of backup data by providing a single consolidated repository, and provides 100% recovery assurance. Asigra's revolutionary patented Recovery License Model provides organizations with a cost effective data recovery business model unlike any other offered in the storage market. Asigra has been recognized as a Gartner Cool Vendor and has been included in the Gartner Magic Quadrant for Enterprise Backup and Recovery Software since 2010.

More information on Asigra can be found at www.recoveryiseverything.com

