

FOYER GROUP ENSURES RESILIENCE IN THE FACE OF THE UNEXPECTED WITH SUNGARD AS



Foyer, the leading local insurance provider in Luxembourg, has turned to Sungard AS to put in place a highly resilient disaster recovery programme with the capability to restore operations within two hours of an incident.

Foyer Group wanted to implement a complete solution including a back up work environment with identical configuration, situated in a business recovery centre close to its headquarters. From 2014, the decision to implement a business continuity plan was part of Foyer's move to pre-empt the Solvency 2 regulation, which made disaster recovery programmes mandatory for insurers.

RESULTS

- In the case of an emergency, Foyer's employees can be up and running again in less than two hours at Sungard AS's recovery centre. There they will find a working environment with a computer configuration close to their own usual setup.

SERVICES

- Shared emergency desk spaces at Sungard AS Luxembourg's sites. The Münsbach site has been designated as its primary site, with Contern as its secondary site.
- Failure simulation once a year to test and validate the recovery system.
- A system that will evolve, with regular updates for every change in Foyer's IT configurations.



ABOUT FOYER

Established in 1922, Foyer S.A is a key financial player in Luxembourg. Its endurance lies not only in the strength of its family ownership, but also the work of some 775 employees working in three countries and of the 660 workers in Luxembourg.

Foyer is the leading local provider of life and general insurance, operating in several European countries across three disciplines: insurance, planning and wealth management. Its extensive product range serves a client base of individuals, professionals and businesses.

As part of its commitment to Corporate Social Responsibility, the Foyer Group has also invested for a number of years in social and volunteering projects.



THE CHALLENGE

A continuity plan based on a real recovery centre

The Foyer Group offers several services to its clients, including insurance (car, home, legal protection, planning, health, etc) and a number of high-end lifestyle services, such as wealth management solutions. In response to different regulations, Foyer wanted to strengthen its resilience and be well-prepared for the introduction of Solvency 2.

Beyond IT continuity considerations, Foyer was looking for a solution that would address the unavailability of its offices in the event of a disaster or an emergency. "The majority of disaster recovery plans are built on a set of procedures aimed at getting information systems up and running again. These are effectively IT recovery plans. The building and the physical working environment are just as essential to the continuation of business activities. We therefore wanted to go further than classic disaster recovery plans, and put into place a complete system that included a real recovery centre where we could be up

and running in several hours in the event of an emergency," emphasised Paul Fohl, chief risk officer and executive committee member at Foyer.

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Foyer turned to Sungard AS to build a backup plan which included:

- Workstations for employees at a recovery centre
- Regular configuration updates of these workstations
- Annual test procedures at the recovery centre
- Support and advice to ensure the continued development of the infrastructure



THE SOLUTION

Business continuity at a recovery centre with an identical configuration

As Luxembourg's biggest insurer, Foyer has more than 800 employees and many different business divisions. Sungard AS offered a solution that included a backup system at its Munsbach centre, located less than 30 minutes by car from Foyer's headquarters in Leudelange. Foyer has access to 240 shared spaces at Sungard AS recovery centre, including 30 for its wealth management activities.

"During a major crisis, but also in case of a less serious incident such as a power cut in the building or the area, which could nonetheless interrupt our business for several hours, the backup system that we have in place at

Sungard AS guarantees that our desks will be available at the recovery centre in just a few hours" added Paul Fohl. "We chose shared positions in order to optimise our budget. In the event of the plan being triggered, these positions will be ready in two hours if they are available, and in four hours if a reconfiguration is needed. Either way, we will be operational again in less than half a day."

In keeping with the requirements of banking and insurance regulations, but also to continually improve the system, Foyer and Sungard AS also put in place an annual trial procedure in order to test the recovery procedure.



THE BENEFITS

Strong and evolving resilience

Today, Foyer has a resilience and business continuity solution which allows it to be prepared for any types of disaster, whether that's a major crisis which could paralyse its offices for several days, or a minor incident which nonetheless affects business activities and therefore the quality of service to clients. Beyond its capacity to recover its IT systems, Foyer can now depend on a true emergency work environment, configured to be identical to the one at its own offices.

Every year, Foyer and Sungard AS perform a test under 'real conditions' at their Munsbach

recovery centre. Either for one day or two depending on the situation, all of Foyer's businesses and services send their employees to Sungard AS site to act out real-life situations and verify that the system is fully operational and that it matches the required configuration.

Finally, as well as an annual test, Sungard AS guarantees that the recovery system for Foyer evolves with every update to its IT systems. Specific tests are carried out after each change. A recent example is Foyer's replacement of all 240 of its workstations in order to equip itself with the right tools to meet market standards.



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Paul Fohl

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