

## MENORA INSURANCE



Menora Insurance is one of Israel's largest insurance companies. Established in 1935 Menora specializes in a wide range of insurance products, including Life, Auto and Health Insurance. While Menora has over 500,000 customers across Israel, their center of operations is in downtown Tel Aviv.



### THE BUSINESS NEED

**Secure, real-time data replication and a fail-safe Disaster Recovery strategy were essential for this insurance company**

A company of Menora's magnitude has a huge amount of policy, contract, database and billing data to store and keep updated. This data must be replicated with total accuracy.

With growing political tension in the Middle East, the chances of an outage affecting Menora's main processors was becoming increasingly likely. Operations Manager Dani Zytner identified the need for replication software.

### THE DECISION

When Dani discovered the \*noMAX technology he realized it would perfectly fit Menora's needs. "Despite \*noMAX being untried in Israel, I could see that it was far and away the most efficient, advanced and reasonably priced availability solution on the market".

The insurance industry is by nature a conservative one, not likely to take risks. Dani researched the market thoroughly and convinced his Board of Directors \*noMAX was the right choice. Once they had agreed to adopt the \*noMAX solution it didn't take long for \*noMAX to prove itself in Menora's environment.

### THE OUTCOME

On February 28, 2003 Menora experienced an outage on their primary processors. "The production machine was at IPL from 02:00am till 11:00am, for nine hours. We switched to the backup machine which was running the \*noMAX software. This let us access the replica database until the problem on the main processors was corrected," says Dani.

Without an availability solution, Menora would have lost crucial data for those nine hours. A delay to Menora's billing process for this length of time would result in a huge revenue loss to the company. An outage of this magnitude would also have affected changes to Menora's data in that period, damaging the company's credibility with its vast customer base.

It was vital not only that Menora had \*noMAX to provide replication, but in addition that they could be confident in the integrity of the replicated data and could access it in real-time.

\*noMAX met all these requirements. The data was instantly available the moment Menora switched machines. The integrity of the data was total. Menora could continue to run their operations as if nothing had happened. There was no loss of time, money or productivity.

"\*noMAX basically proved and paid for itself on that day," says Dani. He was so impressed he configured \*noMAX to his web server as well. Dani is now running \*noMAX live in two environments across four machines.

On May 22 a suicide bomber blew himself up 100 meters from the main Menora offices. Any closer and Menora could have experienced anything from equipment failure or machine outages to total destruction of their processors.

As a result Menora will now configure the \*noMAX software to an independent, off-site IBM server. This provides the insurer with double insurance of its own for all its data. Menora can be assured that their data is totally secured independently, should anything happen to their main operating site. In an uncertain climate this security is crucial.

In an era of global uncertainty, Menora has total confidence that their data is secured. If there are outages for any reason on either of their two main processors or their web servers, they have total data integrity, ready to take over at the flick of a switch. Adds Dani: "The software was simple to install, and the technological skill and professionalism of the Maximum Availability staff has been superb throughout".

**"Despite \*noMAX being untried in Israel, I could see that it was far and away the most efficient, advanced and reasonably priced availability solution on the market."**

**Dani Zytner**  
Operations Manager, Menora Insurance

