

# ARAG success story

## A high-availability data center to guarantee business continuity



**Industry:** Insurance

**Size:** 4,100 employees

**Locations:** Present in 19 countries

**Web:** <https://www.arag.es>

**Technological leadership/management at ARAG:**  
**Guillermo Herrera**, IT and Administration Director and **Enric Gelabert**, Manager, Technical Systems Area

ARAG is a leading insurer in the areas of legal defense, travel assistance, and roadside assistance and pecuniary losses. Founded in Germany in 1935, ARAG is a family-owned enterprise and one of three main providers of legal protection in the world.

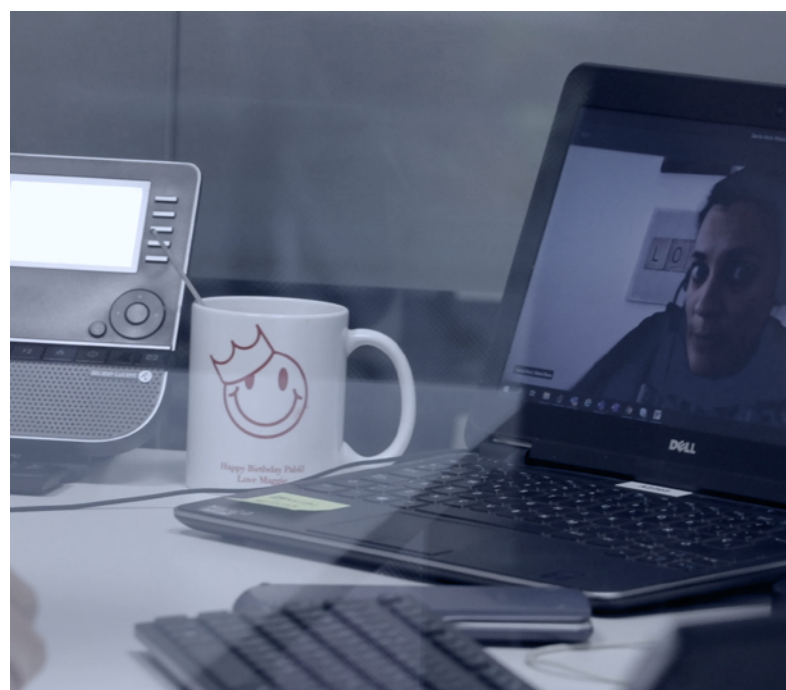
With the support of 4,100 employees, ARAG offers coverage in 19 countries, mainly in Europe, but also in the United States, Canada, and Australia. In Spain, the company is present throughout the entire country with headquarters in Barcelona and Madrid.

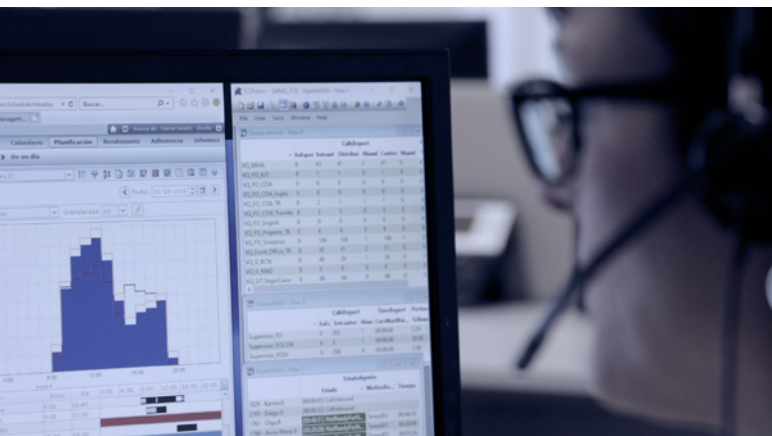
## The challenge

### Availability as a critical business need

ARAG is a family-owned German insurer. They offer legal defense, travel assistance and pecuniary loss insurance. They also reinsure other company's clients.

Years ago, ARAG started a digital transformation process. This process reached a new milestone at the beginning of 2020. The unexpected crisis caused by COVID-19 affected business continuity for many companies, forcing them to impose measures for telework in a hurry. However, ARAG had contingency plans developed (prior to the pandemic) that enormously facilitated adaptation to this new way of working.





ARAG's digital transformation process focused on providing the company with greater flexibility and agility, so that the business could react optimally and more quickly to the market's needs. For example, the inclusion of technologies like artificial intelligence and employee training, made the automation of business processes possible.

The digitalization of business processes and the nature of some ARAG products, such as travel coverage, which includes 24-hour support, means an error in the system, at any given moment throughout the day, can affect travel assistance for an insured party. Because of this, the availability of IT services is a critical element of business continuity at ARAG. The implementation and testing of these processes, planned in advance, allowed ARAG to deploy remote work for 600 employees on the same day that the state of emergency was first declared because of the Covid-19 pandemic in Spain in 2020.

## The solution

### A data center with high availability and proven solvency

Adam started providing data center services to ARAG 15 years ago. Their objective was guaranteeing service availability to the insurer's direct clients as well as the insurance and reinsurance companies ARAG works with.

According to Guillermo Herrera, IT and Administration Director at ARAG Spain, it was then that ARAG "started to lean on Adam in everything related to our policy, business contingency and continuity, which allows us to guarantee a 99.999% high availability for all of our services."

*“ ARAG is committed to the environment. That's why we look for providers that have a similar profile and impose measures for energy efficiency.*

**ENRIC GELABERT**, Manager, Technical Systems Area

When it's time to choose a provider, ARAG isn't just looking for a company that meets their needs. Beyond being able to offer the services ARAG requires, Enric Gelabert, Technical Area Systems Manager at ARAG Spain says a provider has to have "coherency, a roadmap for the future, solvency in their service area, and certifications and all of it has to be proven".





“ Adam has been a differential factor in any critical circumstance that’s come up for us, preventing service loss for our clients.

**GUILLERMO HERRERA**, IT and Administration Director

## The result

### A durable relationship, based on trust, without incidence

Over the last 15 years a trusting relationship has been built between Adam and ARAG, a relationship in which Adam has continued to resolve ARAG’s needs through a solid and secure infrastructure, total SLA compliance, and zero service incidences.

Another aspect that an insurance company like ARAG values is normative compliance. Insurance companies are heavily regulated, and being able to comply with ISO 27001 regulations without the need for additional investment is an important advantage. ARAG’s data center redundancy is supported by Adam, allowing the company to comply with Solvency II, a regulation framework at the European level that regulates the management of risks for insurance companies, as well as VAIT regulation for BaFin, German insurance regulator.

Guillermo Herrera, IT and Administration Director for ARAG Spain, describes the relationship between ARAG and Adam the past 15 years as “based on trust, closeness, a relationship that’s satisfied all our needs with Adam’s support. It’s affected our service and the quality of our service to all our clients, for the better.”

## Why count on a data center to ensure business continuity?

For the IT management team at ARAG, availability and business continuity are critical to ensuring 24/7 service for their clients. Here are a few notable benefits:

- Greater flexibility and agility to respond to market needs.
- Solvency II, VAIT, and ISO 27001 regulatory compliance.
- Incidence-free service with 99.999% SLAs.
- A close, 15-year relationship based on trust.
- A shared commitment to the environment

