Cover-More Insurance Services

CASE STUDY

The **Background**

Cover-More Travel Insurance has been providing travellers in the UK, Australia and New Zealand with high-quality travel insurance cover and round-the-clock emergency medical assistance for over 30 years.

Cover-More manage millions of policies and thousands of claims every year, yet they treat each customer as individuals with dedicated care and attention. Their customer base is supported by hundreds of travel insurance and emergency specialists in order to meet their needs, quickly, thoroughly and effectively. Furthermore, customers are protected by 24-hour emergency assistance through their sister company, World Travel Protection.

The **Challenge**

Providing 24/7 support requires effective network solutions. However, Cover-More's existing solutions lacked resiliency, as they relied on a single Ethernet circuit with Ethernet First Mile back-up (a solution that is approaching End of Life) and a single firewall.

This meant that there was a single point of failure within Cover-More's network, which posed a risk of downtime – a critical risk for a business offering 24/7 support. Alongside this risk, Cover-More were struggling with a poor relationship and lack of pro-active support from their provider.

Cover-More were looking to bolster their network with resilient network and security solutions to avoid downtime. Most importantly, they wanted to work with a provider that was pro-active and who were willing to build a positive working partnership with them.

The **Solution**

We provided network solutions from Meraki, alongside pro-active professional services to ensure a strong client-provider relationship.

Our solutions, coupled with our managed services, enabled enhanced security and guaranteed service reliability, so Cover-More could continue to provide a reliable service for their customers. Following an in-depth consultation, we implemented the following solutions within their business:

·**Resilient RAO2 Ethernet Service**
·**HA Pair of Meraki Firewalls**
·**Resilient Meraki LAN infrastructure**
·**Wireless Meraki network**
·**Elite Managed Services**

We're proud to be a Cisco Gold Partner, which means that Cover-More could rely on our accredited knowledge to find the correct Meraki solutions for their business.

The **Results**

Cover-More could continue to provide a high level of service for their customers, thanks to a resilient, secure network.

They have access to a scalable infrastructure that will grow effortlessly with their business as they expand in the future. Our consultative approach meant that we took the time to understand the needs of the business and work with Cisco Meraki, who was the business's selected vendor, to secure the best solutions for the job and recommend the most appropriate licencing. Cover-More appreciated the time we took to investigate their current solutions to find an alternative that provided more value and enabled access to double the available bandwidth.

Once the solutions were implemented within the business, we introduced ourselves to the Cover-More team and provided a concise document that outlined points of escalation, should they need any support or advice. This meant that it was easy for their team to adapt to the new solutions and they didn't have to wait to start taking advantage of all the benefits they had to offer.

Alongside our solutions, we built a strong relationship, which meant that Cover-More were partnered with a service provider who felt like an extension of their team, as opposed to a simple, transactional relationship.

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