

# American Fidelity Cuts Migration from Days to Minutes

Per-device migration time slashed  
from three days to 30 minutes with Code42



American Fidelity Assurance Company provides supplemental health insurance products to more than 1 million customers worldwide.



**What They Love**  
Faster data migrations

**700+**

**Endpoints Protected**



**Compliance**  
HIPAA, PII, PHI



**Industry**  
Health Insurance

American Fidelity provides group insurance services to a wide range of business and education clients throughout the U.S. The company and its affiliates' 700+ account managers work in the field and are constantly on the road, in the air, or at hotels—the epitome of today's untethered, mobile workforce.

The sensitive nature of the data that account managers routinely deal with is subject to many security, regulatory, and compliance requirements—including the Health Insurance Portability and Accountability Act (HIPAA), Personally Identifiable Information (PII), legal holds, and e-discovery, as well as internal IT policies.

## The challenge

American Fidelity leases its account managers' laptops and iPads on a two-year basis, and utilized its bi-annual sales conference to gather devices with expiring leases and issue new ones.

Two weeks before the sales conference, IT would reset account managers' passwords and log in to the new laptops to configure them. At the conference, the

account managers would deliver their old laptops to IT staff, who would copy data from each old laptop to an external hard drive, then log in to the new laptop to copy data to the new device. Copying all the data from the old laptops to new ones typically took several days.

"Migrating data from account managers' old devices to their new ones was an extremely manual process," said Michael Bowers, team leader of infrastructure at American Fidelity. "It was sucking up way too much time and energy from the IT staff and account managers."

Not only were data migrations time-consuming, but IT staff had to work through the night to get them done. "Data migration was always a 'midnight oil' kind of situation for our IT folks," Bowers said. "They'd work late—until 2–3 a.m.—then be back at 8 a.m. to do it all again, several days in a row."

## CRITICAL NEEDS

- ▶ Efficient data migrations
- ▶ A secure data migration process



## BUSINESS VALUE

- ▶ Swift, secure data migrations
- ▶ Migration downtime eliminated
- ▶ IT staff time savings

What's more, American Fidelity's security team did not condone the process of changing employee passwords for IT to log in, a process it viewed as inherently insecure.

### Faster, more streamlined migrations

In search of a faster and more secure data migration solution, American Fidelity's IT leadership quickly settled on Code42's enterprise-grade endpoint data protection software after discovering it at the 2014 Help Desk International conference. Bowers and his team briefly considered DataNow, but quickly determined that its capabilities didn't align with the company's needs.

Bowers and his team initially rolled out Code42 to 80 users, commencing their large-scale rollout in July 2015.

and accounted for throughout the process. "The days of clunky, resource-intensive migrations are gone for good," said Bowers. "Code42 delivers on the promise of reliable, fast and secure data migrations. It gives us the automatic, professionalized process that we'd been seeking for so long."

Moreover, Code42 has allowed account managers to work uninterrupted, even as data is being migrated to their new devices. "Our account managers have no time to deal with things that aren't related to sales and client support," Bowers said. "The software is fast and reliable and has virtually eliminated migration-related down time for our account managers, not to mention creating time savings for our entire IT staff."

Bowers and his team are so impressed with Code42 that American Fidelity plans to utilize its data migration capabilities when rolling out Windows 10 to account managers in the near future. "The time and resource savings Code42 delivers for our data migrations is beyond impressive," Bowers said. "We view it as a core component to protecting our account managers' critical data."

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**Michael Bowers**, team leader of infrastructure,  
American Fidelity Assurance Company

Given American Fidelity's demanding security and compliance requirements, the company chose Code42 on-premises deployment option, describing the implementation as smooth.

With Code42, migrations that once took days can now be accomplished in just 30 minutes, with data fully protected



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