



Housing Authority Insurance Group

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Contact:

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Housing Authority Insurance Group is a public housing authority-owned organization dedicated to providing reliable insurance solutions and related services to the public and affordable housing community in a manner which exceeds expectations.



“Senior management is very comfortable knowing they will get normal functionality back if there ever is a true disaster.”

Housing Authority Insurance Group streamlines daily operations and increases productivity using CCS’ disaster recovery services

The Challenge

Until recently, HAIG had been utilizing an inefficient and seemingly unreliable disaster recovery system. Lucille Tortora, Network Manager of the Housing Authority Insurance Group, was wasting precious time every day handling their current DR system. This required travelling between her office and the DR site, upgrading and replacing ever-changing software/hardware, and micro-managing all daily functions of the system.

The Solution

The dependability of HAIG’s DR plan was in question. Their DR site was located too close to their offices. If there was a power outage, both facilities would be affected. In the event of a large-scale disaster, such as a fire or hurricane, their business would be in serious jeopardy. Having been a loyal CCS customer for over ten years, HAIG contacted their account manager, Tom Riggio, to discuss and develop a solid disaster recovery plan. Tom and several CCS technicians worked with HAIG and a comprehensive DR plan was implemented. The new DR plan allows HAIG to save money, time, and gives them much-needed peace of mind. The hardened facilities, redundant power systems, and advanced technologies at CCS were just what HAIG was looking for.

“We’ve worked with CCS on several major projects, including this one, and they’ve all run smoothly. We are very happy with their knowledgeable and professional staff.”



Housing Authority Insurance Group

Looking Ahead

With the new DR services, a storage company picks up HAIG's back-up tapes daily. In the event of an actual emergency, CCS would retrieve those tapes and implement the DR plan immediately at our East Hartford office. CCS clients do a yearly DR "drill" which ensures the integrity of the plan and prepares those involved in the DR effort to respond quickly and appropriately. CCS can assess the impact of various scenarios before disaster strikes, ensuring timely recovery of vital or sensitive data, and business continuity.

"Now I leave the DR work up to CCS and have time to do my job, maintaining business critical servers and managing our back-end infrastructure."

About HAIG

In the mid-1980s, the public housing community faced a crisis. Insurance companies did not want to provide coverage. They considered public housing authorities a bad risk and raised premiums to unaffordable levels.

History –

In 1985, the Council of Large Public Housing Authorities held a meeting in Chicago to find a solution. After two years of studies, surveys, and meetings, that solution emerged -- the Housing Authority Risk Retention Group (HARRG).

HARRG is a member organization-owned by the housing authorities it insures. Over time, the company evolved from a single risk retention group into a group of companies that provide a full line of coverage and related services under the umbrella company, Housing Authority Insurance Group. HAI Group is made up of eight different companies including: Housing Authority Risk Retention Group, Inc. (HARRG), which provides liability coverage; Housing Authority Property Insurance, A Mutual Company (HAPI), which provides property insurance; and Housing Telecommunications Inc. (HTI), which provides distance learning through Internet technology.



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