

From Spreadsheet Chaos to Disaster Recovery Readiness

How Canada Life Built a Modern, Automated ITDR Program With NewRocket



The Customer

- **Company:** Canada Life
- **Industry:** Insurance & Financial Services
- **Location:** Canada
- **ServiceNow Offering:** Business Continuity Management – IT Disaster Recovery (ITDR)

Canada Life is a leading Canadian insurance and financial services company headquartered in Winnipeg, Manitoba. With a strong presence nationwide, the organization provides a wide range of insurance, investment, and retirement solutions. The company helps millions of Canadians achieve financial security through personalized advice and a broad range of protection and wealth products.



The Challenge

Canada Life's existing business continuity and disaster recovery (DR) processes were highly manual and fragmented. **Documentation was scattered across different locations, creating time-consuming, labor-intensive workflows** that were difficult to scale.

Leadership also lacked a centralized view of critical enterprise services, making it challenging to assess and manage operational risk. With a newly hired Director of Disaster Recovery and a five-year roadmap for maturing the DR program, Canada Life needed the right platform and partner to establish a scalable, automated DR foundation.



The Solution

Building a Resilient, Automated DR Framework

NewRocket collaborated with Canada Life to implement the ServiceNow® ITDR use case under the Business Continuity module. The goal was to establish a robust, repeatable DR foundation with minimal customization, immediate results, and future scalability.

01 | Quick-Start, Out-of-the-Box Implementation

NewRocket and Canada Life aligned on a primarily out-of-the-box solution, accelerating time to value and strengthening internal confidence in the platform's capabilities.

02 | CMDB-Driven Planning and Automation

By linking recovery plans directly to services and dependencies in the CMDB, NewRocket helped automate the update and tracking of technical recovery plans, reducing manual effort and error.





03 | Cross-Functional Visibility and Governance

The new system eliminated silos, providing centralized insights into DR preparedness and creating stronger governance and risk management.



The Results

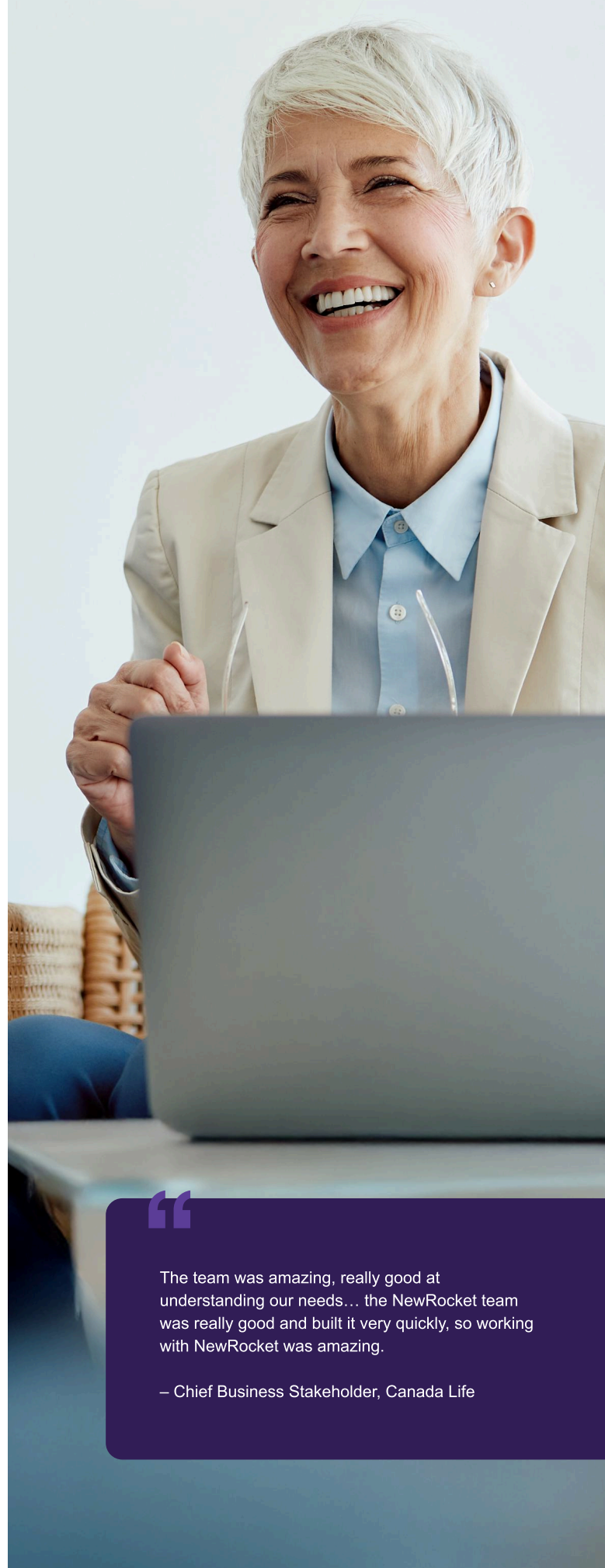
Through its partnership with NewRocket, Canada Life transformed its DR program and built a stronger operational resilience strategy. Now, they're experiencing outcomes like:

-  Instant visibility into DR program maturity, replacing ad hoc reporting with real-time dashboards
-  Automated recovery plan updates tied to services and dependencies, increasing accuracy and efficiency
-  An established management framework for recovery readiness aligned with business expectations and risk standards
-  Internal confidence and alignment in both the ServiceNow platform and the partnership with NewRocket, setting the stage for long-term DR program success



Ready to Modernize Your DR Planning?

See how NewRocket can help your business build a scalable, resilient DR program. Visit newrocket.com to learn more.



The team was amazing, really good at understanding our needs... the NewRocket team was really good and built it very quickly, so working with NewRocket was amazing.

– Chief Business Stakeholder, Canada Life