HCL

REVAMPING IBM i SERVER INFRASTRUTURE FOR A US INSURANCE COMPANY

WX8877

Customer Background

▶ The customer offers a wide range of commercial and personal insurance products, as well as fidelity and surety bond products. It has an annual net income of USD 16Mn and 4 Mn yearly site visitors.

Customer Pain Points

▶ Poor performance of existing iSeries hardware at end of service life (EOSL) with discontinued Hardware (HW) and Operating System (OS) support

▶ Outdated backup technology with manual backups requiring shift operators

▶ High backup time and tape media were required due to slow drives with low capacity

▶ Risk of critical events left unnoticed due to a manual monitoring process

▶ High TCO due to HW and SW maintenance cost

▶ Ineffective Disaster Recovery (DR) due to absence of an active DR solution

Solution
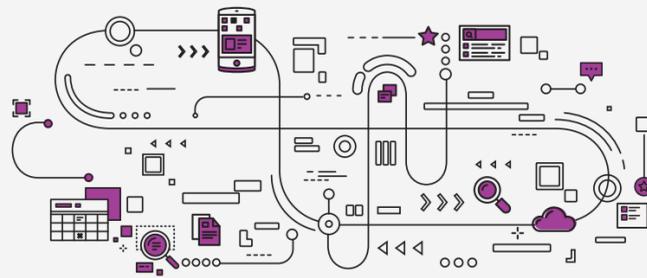
▶ HCL upgraded OS to IBM supported levels

▶ HCL streamlined the data replication methodology by implementing industry renowned replication tool

▶ Migrated the hosted application environment to Power 8 based server architecture

▶ Centralized monitoring and management via centralized dashboard for event alert monitoring

▶ Redesigned and modernized Backup environment, ensuring save and restore capability as a part of the long term strategic solution

▶ Rationalized software licensing by choosing the right sized hardware while virtualizing IOs and compute

▶ Deployed a high availability solution by replicating real-time data and eliminating all the single points of failure - keeping mission critical applications running 24*7

Impact

▶ Reduction in backup time, hosting and power requirement as well as Recovery Point Objective and Recovery Time Objective (RPO-RTO)

▶ Scalable environment capable of providing flexible deployment options for big data and business critical applications

▶ More than 40% savings in hardware and software maintenance

▶ Deploying latest high end processors, capable of handling multiple threads simultaneously, led to:

• Enhanced uptime because of lesser number of issues

• Achieved unprecedented performance for data intensive workloads

• A modern virtualized platform with improved equipment serviceability as compared to previous EOSL setup

• Improved system availability and scalability

▶ Reduced monitoring resource cost with automation

▶ Huge time savings by fully automating backup process and centralized monitoring, which were completely manual earlier

▶ Mission critical applications were ensured to run 24*7

To find out more about how HCL's Infrastructure Management services can help you simplify IT complexity and support your business' digital initiatives – *please contact us at ITO@hcl.com*