



I.T. ALLIANCE PROFESSIONAL SERVICES

IBM Case Study

Hybrid Cloud Solution in the
Insurance Sector

Corporate

'Hybrid cloud' is an environment that integrates traditional IT data centres and infrastructure (i.e. North Harbour and Warwick) with a combination of public, private, or managed cloud services (e.g. SoftLayer & CMS).

Client & Sector

Insurance, FSS Sector

The Challenge

The challenge was to update a legacy IT estate against a backdrop of cost saving

and simplification of the underlying infrastructure to bring about efficiencies and simplify the support model.

The Solution

During 2016 IT Alliance led an initiative on behalf of IBM to implement one of its first hybrid cloud environments in the client as part of a major programme.

In essence, the clients hybrid cloud environment is a **multi-vendor, diverse platform**, virtual computing environment designed to deliver the right level of service and flexibility to meet the clients requirements whilst reducing operating costs.

All the clients IT workloads in the hybrid cloud environment need to be managed through one mechanism as though they have been designed from the outset to behave as one.

IT Alliance led a project stream to define new business as usual (BAU) support processes and procedures for service management.

The new environment continues to be supported via the legacy tools & support desk staff meaning the clients users are unaware of any change to the operating & support model.

The four new clients Business Units were more concerned with the quality and availability of services than the supporting infrastructure or suppliers.

The Benefits

Cost savings – The Hybrid Cloud Environment operates at a lower cost base with support costs included in the pricing.

Self service - Of great importance, the client can now self-provision new servers with a greatly reduced lead time and cost. Using predefined standard ‘gold builds’ they can provision servers in development, test, pre-prod and prod environments in a far more efficient manner than previously.

Interoperability - At a technical level, a network integration project ensured that workloads across diverse environments could communicate seamlessly with low latency and high availability.

Seamless transformation - IT Alliance led a server migration project to transform servers from legacy environments into the multi-vendor cloud environments with no unplanned outages or issues. In all cases the business is unaware of any change of platform or supplier. This delivered cost efficiencies on running and support costs.

More flexibility - A Cloud ‘object based’ storage solution on SoftLayer was also delivered to provide an alternative low cost storage platform for archive data.

Fully FCA compliant - All legislative and compliance issues were also identified and addressed as part of the project.

Futureproofed - The solution continues to evolve for the client and provides flexibility and scalability options to the central shared services infrastructure team.

For further details please contact

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