

Forward Thinking Healthcare Insurance Firm

New Infrastructure to Meet Growth Needs

Progressive, technologically proficient healthcare insurance firm in the NY Metro area is recognized as one of the largest and most prominent. This firm has a very long history of understanding and embracing technology and is very advanced in its adoption and use. When the firm recognized that its current IT infrastructure was insufficient in being able to support its current needs and anticipated growth, as well as availability requirements, they turned to Vicom and IBM for help.

Challenge

As a large organization as well as an aggressive adopter of technology, the firm realized that the current IT infrastructure was unable to support the current business demands and the anticipated growth of the organization over the next 3-5 years. Additionally, there were concerns that the server and storage environments would not provide the performance (computing power), availability and reporting and monitoring requirements needed to accommodate the firms goals particularly with the new, forthcoming, federal healthcare mandates.

Implications

Within the older environment, application performance and access to data—key to a insurance firm that is data driven—was inconsistent, and there were also concerns on the current environment being able to support the performance of critical business applications in the future. The older storage environment was not as highly available as needed, application performance was degrading over time and there was no central way to monitor the storage environment overall, thereby challenging the expansion of the existing enterprise environment, and limiting the expansion of new application environments.

Solution

Vicom worked with IBM on a multi-technology approach to assess the current environment and then architect, design, and implement new solutions that include IBM Power technology to run the critical applications that require high performance and throughput. In terms of storage, Vicom created a strategy to utilize IBM SAN Volume Controller (SVC) technology to virtualize the storage environment and IBM SmartCloud Virtual Storage Center and TPC to provide the ability to manage and monitor all storage from one central location.

Due to the high performance need for their applications, the firm chose to utilize IBM XIV storage, which along with the IBM SVC allowed for seamless and painless (really!) migration from the older storage to the new environment. This was completed while the current environment remained up and running with no degradation of performance during migration. The migration from the older environment to the new was completed with minimum downtime and minimal disruption to business operations and users.

Vicom’s SME’s, Engineers, and Project Managers provided a comprehensive services solution to ensure a successful implementation of the new technology environment and the migration of the older environment. Vicom also provided Residency services to ensure continual operational support for the new IBM Power and storage environment for a minimum of 1 year.

Benefits

The firm was able to implement new IBM Power technology and migrate older workloads as well as consolidating the environment. In addition, performance has increased thereby providing faster access for users and application owners.

The new storage environment allows for centralized management, monitoring and reporting and a high availability strategy that will ensure that the storage environment—and access to critical data—is available to support the organization in the event of a disaster.

Most importantly, this new environment has allowed for the firm to provide its users, application owners, and lines of business owners improved performance, the ability to scale as business needs require to protect IT and technology investments, and to ensure the ability to service the needs of the organization in the wake of a crisis or disaster.



About

- Leading Healthcare Insurance Provider in the New York Metro area
- Progressive adopter of using new and proven technology in a data driven, competitive industry
- Continued anticipated growth due to market demands and new federal healthcare mandates

Solution Highlights

- Vicom Audit and Assessment services to understand current environment
- Implementation of new server environment based upon IBM Power technology to run critical business applications.
- Storage Virtualization technology utilizing IBM SAN Volume Controller (SVC) technology provides centralized management for entire storage environment
- IBM VSC and TPC provides monitoring and reporting on the storage environment
- IBM XIV storage provides high performance data access
- Seamless and non-disruptive migration from older technology to new environment.
- Vicom SME’s, Engineers, and Project Managers provides comprehensive services solution to implement new environment and migration
- Vicom Residency Services provides operational support for IBM Power and storage environment for a minimum of 1 year