

Risk management firm optimizes its mainframe to gain efficiencies and save nearly \$2M a year

CLIENT

A global risk management business has more than 300 million customers in North and Latin America, Europe and Asia Pacific.

Its comprehensive portfolio of insurance products and solutions protects consumers' families, homes, properties, vehicles, devices, appliances, finances, travels and businesses. It is now a \$6 billion company, employing almost 15,000 people worldwide and in 2018, nine out of the top 20 best global brands chose to partner with it.

CHALLENGE

The company has a goal of saving \$100 million in operational costs, as it strives to maintain business efficiencies and further improve confidence and competitiveness in a crowded marketplace.

Within this overall target, it identified an opportunity to reduce the annual cost of its in-house mainframe computing from \$10.8 million to \$8 million, while at the same time establishing a more resilient and secure platform on which to deliver market-leading services for organizations like JP Morgan, Wells Fargo, T-Mobile, and many more.

With outsourcing regarded as the favored way forward, executives began discussions with Ensono, following a recommendation from Infosys, which had been consulting on a range of cost-saving initiatives.

HIGHLIGHTS

CLIENT

A global risk management business.

CHALLENGE

Cut annual mainframe costs by more than \$2 million each year and build a new platform for the future.

SOLUTION

Mainframe optimization that included remote hosting of mainframe infrastructure, software updates and a new disaster recovery solution.

RESULTS

Our client will enjoy:

- Projected cash savings of \$15.5 million over five years
- Radical improvements in disaster recovery timeframes, from days to minutes
- Faster, more powerful, resilient, flexible and secure computing infrastructure
- A platform for efficient, sustainable growth and to retain the trust and confidence of clients

SOLUTION

Ensono spent time understanding the client's day-to-day requirements and those of its customers and regulators in forensic detail.

Armed with this intelligence, Ensono designed the bespoke solution that would best meet technical, financial, business continuity, service excellence and growth aspirations – providing a modern, optimized platform with which to face the future with confidence.

This attention to detail paid off when, after detailed due diligence, the firm appointed Ensono on a five-year contract. This was a major decision for the company, and in order to make it, it had to be convinced of three things.

Firstly, that the solutions were technically excellent, secondly that it made sense financially and operationally, and thirdly that it was entering a relationship with a partner that it felt shared the same values and culture. Ensono passed the test on all three, with flying colors.

This business had some unique business and service support requirements, which Ensono embraced and worked hard to accommodate. It was impressed by Ensono's willingness and ability to be flexible and to develop new business models that worked for the business.

It felt that Ensono was and will continue to be fully committed to the business and its objectives. Ensono worked with the client to ensure that during the transition period everything was fully tuned and integrated precisely for its needs, on time and on budget.

RESULTS

The solution that Ensono had developed to deliver the insurance company's long-term mainframe requirements won't just meet its savings target but exceed it by \$2 million, securing a 25% reduction on previous annual costs.

Overall, a low-risk transition to Ensono's remote, fully-supported hosting solution – with extensive associated software updates – is projected to save more than \$15.5 million over the term of the five-year agreement. This will deliver a major contribution to the achievement of the overall operational savings goal – as well as its desire to move to a more resilient, secure and flexible onshore mainframe infrastructure.

In addition, a new, state-of-the-art disaster recovery solution, based in Omaha, Nebraska, reduced the company's potential exposure from days to just a few minutes, with data replicated in three separate systems to ensure rapid recovery and operational continuity, an absolute must to retain the trust and confidence of its many blue-chip clients.

The transition has been extremely well handled by Ensono – some of the software upgrades have been a challenge, but it stepped up and got the job done to maintain momentum.