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# Structuring a modern insurance business

Global insurance brokerage re-infra-structured IT operations and improved customer satisfaction by 90 percent

Trusted partner for your Digital Journey

**Atos**

## At a glance

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Insurance brokerage used automation to centralize post-merger IT operations in four months.

### Outcomes:

- 130 processes automated
- 10 data centers reduced to 6
- 90 percent higher customer satisfaction
- 1,500 hours saved monthly
- \$22.8 million cost savings per year

A multinational broker and risk advisor inherited outdated and incompatible technologies through mergers and acquisitions. Then it centralized all the disparate systems onto a modern IT infrastructure. The automation-driven consolidation and follow-on infrastructure management services (IMS) have improved speed and performance – saving more than \$22 million in the first year.

## A legacy of growing pains

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Bedrock insurance brokerage and risk advisory firms don't just spring up overnight. More than one of these institutions can trace their histories through centuries of mergers and acquisitions.

Fast-forward to one such merger of equals in 2016 that blended two large, established firms with complementary portfolios of business into one company with a formidable advantage. From the beginning, the new broker had a strong foothold in risk management and insurance broking, as well as an established customer base.

Unfortunately, the merger also came with several large legacy systems, a host of vendors and processes, and a hodgepodge of technologies and tools. The added complexity was a drag on time-to-market and threatened to drive up operating costs.

Management recognized three distinct changes that were necessary to maximize the value of the merger and ensure long-term business sustainability:

- Integrate the accumulated technology assets.
- Standardize infrastructure tools and processes across the enterprise.
- Shrink the vendor landscape.

So they engaged Atos Syntel to develop an overall infrastructure management strategy on a global scale, implement IMS tools and provide ongoing management services.

## Scaling services across three continents

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The engagement gave the broker a dedicated global team following the sun to provide rapid implementation and 24-hour infrastructure management operations.

The core team is based at the broker's two main facilities in the United States and England, and at Atos Syntel's campus in India. Additional teams are strategically located in the Asia-Pacific and continental Europe regions to provide the global reach required.



## Creating a leaner, more efficient enterprise

The project began with a detailed assessment of the post-merger IT infrastructure and processes, which included:

- 10 data centers
- 20,000 servers
- 8,000 network devices
- Multiple enterprise platforms like Microsoft SCOM, SCCM and Exchange
- 2 older ServiceNow instances managing IT service desk operations

The next step was to eliminate redundancy and carefully consolidate the data centers, reducing the number from 10 to 6. Then, a new ITIL-based ServiceNow instance was implemented before the old service-desk systems were retired.

By using ITIL, the implementation team was able to upgrade the existing infrastructure management practices to industry-standard tools and processes that enable better business outcomes. Once a standard set of processes was implemented, the SyntBots® platform was deployed to automate key processes and enhance self-service capabilities.

SyntBots is a next-generation intelligent automation platform that transforms IT operations, DevOps and processes across the enterprise. It unifies IT infrastructure management – including application and infrastructure support, environment provisioning, monitoring, event handling and remediation.

SyntBots is also equipped with a powerful reporting and analytics engine, which the broker uses to closely monitor and analyze process execution and continuously improve efficiency.

## Saving \$22M annually

Highly competitive, data-driven businesses hinge on information availability, accuracy and security. The broker now has the right IT infrastructure, one that's streamlined and automated, to deliver on all three points so it can continue to focus on growth.

With streamlined operations, it launches products and resolves customer issues faster, and provides better overall service. In fact, customer satisfaction rates have improved by 90 percent since the project began.

The project automated more than 130 processes, improving operational efficiency and increasing average monthly transaction volume by more than 11,000. And the cost-effective global delivery model has saved more than \$22 million in annual costs.

## Why Atos Syntel for infrastructure management

Atos Syntel's automated IT Operations services deliver greater efficiency, predictability and improved business outcomes. The results speak for themselves. We reduced a leading life insurer's infrastructure costs by more than 55 percent, increased a retailer's system availability by 60 percent, and built a fully automated ticket-handling system for a credit rating agency.

Learn how our [automated IT Ops services](#) can generate similar business results for your enterprise.

For more information, contact us at [info.na@atos.net](mailto:info.na@atos.net)

July 2017



Transition phase begins

September 2017



Process transformation begins

November 2017



New infrastructure management system goes live

December 2018



\$22M in costs saved

# About Atos

Atos is a global leader in digital transformation with over 110,000 employees in 73 countries and annual revenue of over € 11 billion.

European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions. The group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Syntel, and Unify. Atos is a SE (Societas Europaea), listed on the CAC40 Paris stock index.

The purpose of Atos is to help design the future of the information technology space. Its expertise and services support the development of knowledge, education as well as multicultural and pluralistic approaches to research that contribute to scientific and technological excellence. Across the world, the group enables its customers, employees and collaborators, and members of societies at large to live, work and develop sustainably and confidently in the information technology space.

Find out more about us

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Let's start a discussion together



For more information: [info.na@atos.net](mailto:info.na@atos.net)

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