



## Business agility through IT continuity

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MSILM's proposition is supported by a unique financial security that comes from membership of Lloyd's of London, the backing of their parent company in Japan and a Standard & Poor's coveted AA rating. Working closely with expert, specialist and experienced consultants, their clients have access to a whole range of risk management information and data on many issues relating to potential risks and exposures.

### Partner Confidence

Lanware has enjoyed a relationship with MSILM that stretches back over 8 years. The partnership has transformed from providing supplementary infrastructure resources into a regular programme of technology outsourcing.

Joining MSILM five years into the relationship, Shaun Moloney, Head of Information Services explains, **"My initial focus was to fix the areas that were broken, and our relationship with Lanware was clearly working."**

From the outset, Lanware provided outsourcing services for service desk staff through to a comprehensive 3rd line network support facility and guidance on MSILM's technical strategy. In addition Lanware was responsible for managing key platforms which formed part of the business critical infrastructure. **"We had servers in our office, and some at our hosting provider, Level 3. They were all managed by Lanware, providing disaster recovery, full back up and network availability,"** continues Moloney.

### A catalyst for change

MSILM needed to move to a new office in 2008. This was a great opportunity and a catalyst to transform their current technology landscape and create a fully managed network that was highly available, forward looking and fit for purpose. However, they had to move quickly, to avoid leasehold complications at their existing office.

### Highlights

- A relationship stretching back over many years
- A partner providing strategic technology advice
- A regular programme of technology outsourcing
- A service desk supporting a strong workforce
- A confidence in the cost savings of virtualisation
- A site without servers and a back up facility in Paris
- A seamless office move



**"People at Lanware do things properly, always diligently and never cutting corners. They have a vision for managing infrastructure and do a great job in managing risk."**

Strengthened by their previous experience with office relocation projects, Lanware put forward a proposal and MSILM agreed their advice made a lot of sense. ***"MSILM doesn't have strong infrastructure experience internally, and we look to Lanware for guidance and advice on our major infrastructure decisions,"*** says Moloney. Lanware's long term vision of a virtualised office meant the technical foundations had already been in place for a year. With these key components up and

running, moving to the new office was relatively straightforward.

During the process of transition, Lanware was clear what MSILM needed to achieve from the outset. Moloney goes on to say, ***"Lanware created and drove the infrastructure plan, working closely with MSILM. With their strong capabilities in virtualisation, they defined the infrastructure requirements rather than just transitioning the older ones, which would have been riskier."***

## A Leading Edge Solution

As well as identifying the infrastructure approach, Lanware took ownership in the execution and delivery of the programme. Project management from both organisations worked closely to ensure the whole solution hung together and Moloney points out, ***"With Lanware's strategic guidance, the transition was smooth with only a few hiccups. We now don't have any servers on site, and have a back up site in Paris."*** MSILM have also enhanced their infrastructure and replaced their legacy storage with enterprise level storage area networks (SAN's), supporting their long term aspirations.

Illustrating the extent of MSILM's technology landscape, Lanware now provides a comprehensive range of managed services from networks,

platforms, security, scanning technology and telephony across geographically redundant Level 3 data centres. Moloney goes on to say, ***"As well as complete responsibility for the total MSILM infrastructure, Lanware's capabilities enhance the day to day activities of our mobile employees through the provision of a managed PDA service and a full Citrix virtual desktop environment."***

Lanware also provides the desktop and connectivity components for business continuity. ***"In the event of a disaster, Lanware would be responsible for our PC configurations, Citrix connectivity and overall availability through to the Level 3 data centre,"*** continues Moloney. With such a high reliance on their business technology and as experts in risk management, MSILM understands what's at stake and insists on high availability systems combined with low internal ownership and management of platforms.

## Service Excellence

As well as technology provision, the Lanware service desk supports a 250 strong workforce. Their key objective is to make MSILM's technology environment easier, from managing desktops and Blackberries through to the provision of a Citrix virtual environment. Moloney highlights, ***"They provide first line, operational and project development support. MSILM enjoys Lanware's combination of technical excellence and flexibility to deliver this service."***

Lanware plays a leading role in projects to help shape the required infrastructure development. Most recently, this involved supporting an external web portal project, accessed by MSILM's distributors and customers. ***"Lanware recommended how to establish the right infrastructure, configure it and ensure security requirements were met,"*** explains Moloney. ***"Using virtualisation appropriately and replicating it, has proved to be the right strategy and certainly made our office move an easy experience."***

## The Benefits

***"The office move and the technical consequences were a good example of Lanware's strategic capabilities,"*** highlights Moloney. ***"Lanware has established a robust infrastructure for MSILM with more capacity and enhanced security arrangements."***

Virtualisation has brought further flexibility to the organisation. ***"In some instances it is more effective than working internally, supporting MSILM's business continuity approach,"*** continues Moloney. MSILM has benefited from Lanware's lead on virtualisation, and are confident in the cost savings they are now experiencing.

With Lanware making the right decisions for the long term future of MSILM, Moloney explains, ***"They have minimised our risk through their technical expertise and advice. Because the right technology is now in place, the resilience of MSILM is enhanced."***

When reflecting on Lanware's overall approach Moloney goes on to say, ***"People at Lanware do things properly, always diligently and never cutting corners. They have a vision for managing infrastructure and do a great job in managing risk."*** Moloney continues, ***"They have thought through the problems of infrastructure provision and have the processes to ensure work is checked and double checked."***

In conclusion, Moloney highlights the virtues that have shaped Lanware into the organisation it is today and says, ***"Their technical competence has made a significant difference to MSILM. Their core service is reliable and their team is disciplined, with a deep understanding of the technology. If there's a crisis, Lanware gets on and sorts it quickly and effectively, providing a high quality service."***

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