PROACTIVE™
Enhancing Digital Experience

Customer Success

Maximising Operational Efficiency

Proactive Solutions for a Global Insurance Giant

Meet the Client

Our client, a leading US-based insurance giant with over 153 years of experience, is a prominent insurer in the global market. With a presence in over 40 markets and serving 96 of the top 100 FORTUNE 500® companies, they specialise in health, life, accident insurance, retirement planning, and savings solutions. Their reputation as a worldwide leader in innovation and protection planning is unmatched.

Business Problems

To address these challenges, a comprehensive solution was implemented by Proactive Data Systems:

- **Resource Allocation:** Inefficient resource distribution led to increased storage consumption
- **Remote & Hybrid Coordination:** Multiple storage and connectivity issues hindered individual contributions during remote and hybrid work scenarios
- **Utilisation:** Legacy technology underperformed, resulting in disrupted hardware utilisation
- **Wastage:** Distribution issues caused storage mismanagement and wastage of resources

Challenges

The main challenges revolved around inefficient resource distribution affecting backend processes and storage management, coordination issues in remote and hybrid work setups, underutilisation of legacy technology, and resource wastage.

Resource allocation suffered from uneven distribution across departments, causing resource excess in some areas and shortages in others, leading to increased storage consumption and operational costs. Connectivity problems in remote work models like network latency and tool compatibility hindered collaboration and productivity, limiting individual contributions, and affecting project timelines.

Legacy technology's underperformance in meeting modern workload demands resulted in wasted hardware resources and inefficiencies, further exacerbated by the inability to leverage modern virtualisation techniques. Inadequate storage management practices led to data fragmentation, increased backup times, and resource misallocation, including unused storage space and redundant data storage, inflating costs, and hindering scalability.

Customer Success

Solution

To address these challenges, a comprehensive solution was implemented by Proactive Data Systems:



Transitioned from a 3-tier architecture to a HCI using Dell VxRail with VMware Hypervisor



Deployed Citrix VDI with dedicated 20% and shared 80% infrastructure, optimising resources



Centralised employee data, and ensured data security, resulting in reduced Total Cost of Ownership (TCO)

Impact

The pilot project, implemented for 100 systems in Noida & Jaipur, yielded positive outcomes:

- **Reduced Annual Costing:** Optimised resource allocation and reduced wastage led to cost savings
- **Positive User Feedback:** Improved user experience and accessibility garnered positive feedback from users
- **Enhanced Remote Work Capability:** Developers could efficiently utilise resources during remote work, contributing effectively to projects
- **Improved Storage Management:** Centralised data storage and better distribution reduced storage mismanagement

What's Next?

Due to the success of the pilot project, the client plans to scale up the solution:

- Expansion to 5000+ Systems: Deployment of Citrix VDI and Dell VxRail for enhanced performance and storage across all systems
- Legacy Tech Replacement: Continued transition from legacy technology to modern, efficient solutions
- Further Cost Optimisation: Continual focus on optimizing costs while improving operational efficiency

Conclusion

The transformation from a 3-tier architecture to HCI, coupled with Citrix VDI implementation, has significantly enhanced operational efficiency, resource utilisation, and user experience for the leading insurance giant. This case study highlights the importance of adopting modern technology solutions to address complex business challenges and drive sustainable growth in the digital era.

About Proactive

Proactive Data Systems is an enterprise IT infrastructure and services company. For more than three decades, Proactive has designed, deployed, and operated the technology foundations behind some of India's most demanding enterprise environments.

A Cisco Preferred Partner under the Cisco 360 Partner Program across the Networking, Security, Collaboration, Cloud & AI, and Services portfolios and a Cisco Advanced Customer Experience Specialised Partner, the company serves more than 1,500 customers across banking and financial services, manufacturing, healthcare, public sector, IT and ITES, retail, education, and global capability centres.

Headquartered in Delhi NCR, with offices in Mumbai, Bengaluru, Pune, Hyderabad, Indore, and Singapore.

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