

CHURCHILL INSURANCE

Keeping Data Flowing



Churchill Insurance

Churchill Insurance, one of Britain's first and largest direct insurers, began life in June 1989 with 88 employees selling car insurance policies, and added home insurance products the following year. In February 1996 Churchill took the revolutionary step to open an IT software house in New Delhi, India. Further expansion also led to Churchill launching new call centres in Stockton-on-Tees, Teesside with two locations in Ipswich. Today, Churchill has a customer base of 3.8 million and its employees have burgeoned to now over 7,000 in Bromley, Biggin Hill in Kent, Teesside, Ipswich and New Delhi, India.

The Challenge

Churchill Insurance, a member of the Winterthur Group, markets its insurance products directly to the customer. This means that it provides simplified and streamlined policyholder service and claims processing for car, home and travels insurance. These activities are handled promptly by the company's workforce of over 2,000 people in various locations throughout Great Britain, thus assuring a high level of customer satisfaction. Churchill Insurance is looking for a combination of high-end UNIX™ systems, front-end application servers and back-end database systems to sustain this high level of customer confidence and satisfaction in the future. In addition, the data centre has to be constantly upgraded to keep pace with the largest IT developments and to satisfy the security requirements posed by its steadily growing volume of business.

☛ CASE STUDY – Server

The Solution

To assure that its customers will continue to receive exceptional service from Churchill Insurance in the future, the company's IT experts decided to replace two legacy systems with new PRIMEPOWER servers from Fujitsu. The new solution provided by Oracle and Fujitsu now offers Churchill all of the advantages of the open SPARC/Solaris™ Operating Environment, while at the same time ensuring that the company will be able to continue utilising its internally developed ERP applications that run on an Oracle database.

The Benefits

Churchill is committed to respecting and protecting customers' privacy. It needed a solution that provided the reliability and security necessary to win in the tough insurance marketplace. Churchill made a right choice on Fujitsu PRIMEPOWER. It not only enjoys the compatibility of the systems, but also benefits first and foremost from the system's high computing power. Its RAS (Reliability, Availability and Serviceability) features, too, have surpassed all expectations and thus help the company grows into new markets with its powerful IT infrastructure.

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