

# Case study

## Tokio Marine Life Insurance Indonesia

» The new IT infrastructure from Fujitsu significantly improved efficiency, system stability, flexibility and employee productivity within the workplace«

Edi Zakaria, AVP, Head of IT Department, Tokio Marine Life Insurance Indonesia



### The customer

Tokio Marine Life Insurance Indonesia (TMLI) is a subsidiary of Tokio Marine Holdings, Inc. (TMHI), the oldest insurance group in Japan. Established in 1879, TMHI is also one of the largest insurance companies in the world, with total assets exceeding US\$190 billion and branches in 446 cities, across 38 countries worldwide. The Indonesian branch of Tokio Marine Life Insurance began in 2012 with the acquisition of PT MAA Life Insurance. Combining experience from its holding company with the needs of the Indonesian people, TMLI is committed to providing high quality financial services and life insurance products.

### The challenge

To support their commitment to rapidly expand the company, TMLI needed to focus on developing its core business as an insurance service provider. Although, TMLI was challenged by a lack of adequate IT infrastructure to accommodate the business needs. The existing IT infrastructure had been left over when the previous business was acquired, and did not correspond with current requirements, including necessary security levels. This often resulted in issues with its effectiveness to perform certain business functions, such as daily backup, as the servers had not been integrated properly. The amount of downtime was also increasing causing a number of problems.

### The solution

Fujitsu helped TMLI overcome their initial challenges through the development of a comprehensive solution that drives value by incorporating hardware and software, with virtualization design, implementation and support. The solution leveraged Fujitsu's leading edge PRIMERGY servers and ETERNUS storage systems, integrated with VMware virtualization. Fujitsu built the virtualized environment based on proven experience and delivered it using highly skilled resources, ensuring the needs of TMLI were accurately met. In addition, by showcasing a rich knowledge of VDI, Fujitsu made certain the project was completed on time and on budget. Fujitsu took the necessary steps to make sure the highly compatible core system infrastructure easily integrated with the existing, TMLI IT environment.

### The customer

Country: Indonesia  
Industry: Life Insurance  
Founded: 2012      Employees: 150  
Website: [www.tokiomarine-life.co.id](http://www.tokiomarine-life.co.id)

### The challenge

Committed to a strategy of rapid business expansion, PT Tokio Marine Life Insurance Indonesia (TMLI) plan to build 27 sales offices across Indonesia. During this time, TMLI soon realized a stronger IT backbone and core system was needed to support the new business requirements. However with a number of business constraints, TMLI needed an IT vendor that could overcome these constraints and deliver a high performance solution that improved system efficiency, stability and productivity.

### The solution

Fujitsu developed a comprehensive solution, comprising of hardware, software and a strong virtualization design, to renew TMLI's IT infrastructure. Fujitsu combined this with a 24x7 support service that included consultation, assistance in implementation and management of the IT environment. As a result TMLI were able to anticipate any downtime and allow their internal IT team to concentrate on business expansion. TMLI leveraged the strengths of, PRIMERGY servers, ETERNUS storage systems and VMware for virtualization. Together the integrated servers and virtualization software formed the core insurance system of TMLI.

### The benefit

- Working with TMLI, Fujitsu identified the company's requirements, challenges, and limitations of the existing environment. This means Fujitsu could deliver a cost effective core system that reduced down time while meeting the company's expansion goals.
- The PRIMERGY servers formed the basis of the new virtualized infrastructure and provided TMLI with the flexibility, automation and reliability, they needed for their core infrastructure and future business demands.
- Fujitsu's continuous support and fast response services, created a highly efficient and stable system, which thereby saved costs previously required for additional human support resources.

### The benefit

As the previous infrastructure wasn't able to support the business adequately, restructuring TMLI's IT environment had a powerful impact. With the newly constructed solution, developed by Fujitsu, TMLI were able to easily respond to challenges with system performance, as well as prevent potential threats to business expansion.

Following implementation, the performance of TMLI's system significantly increased, paving the way for a number of operational cost reductions. Specifically, the high performance of the competitively priced Fujitsu solution resulted in downtime being minimized and a reduction in costs associated with system deployment, maintenance and support. The new IT infrastructure also boosted productivity as systems began to be used much more efficiently. Now with downtime close to zero, minor problems are handled immediately, allowing Fujitsu to focus on providing dedicated quality after sales services. This combined with a clear understanding of the customers' needs became important factors in TMLI's successful business expansion.

"The new IT infrastructure from Fujitsu significantly improved efficiency, system stability, flexibility and employee productivity within the workplace. The price of the solution was surprisingly competitive given the quality Fujitsu offered was unrivalled. We no longer experience downtime and even better, Fujitsu is always ready to respond quickly to any complaints or questions. We estimate that our efficiency and the productivity of our IT support teams have increased by up to 50%. Our internal teams can now concentrate more on their core tasks, as we rely on Fujitsu to manage our IT system," said Edi Zakaria as TMLI AVP - Head of IT Planning Department.

Furthermore, Fujitsu's commitment to provide high quality services to all customers is another advantage that delivers benefits and value to TMLI. "We agreed to a one-year contract with 24x7 coverage and a maximum response time of 4 hours. Although the reality is Fujitsu always responds well within the 4 hours. We also benefited from a reliable installation, so can now anticipate most problems before they occur" Edi Zakaria added.

### Products and services

- Fujitsu server PRIMERGY RX300 S7 x6
- Fujitsu storage ETERNUS DX90 S2
- Fujitsu Storage ETERNUS LT40 S2 Tape Library
- Hardware installation and configuration
- VMware design and planning
- Project management services
- VMware consolidation and installation
- Microsoft OS and SQL installation
- jBoss installation and configuration
- Symantec NetBackup installation and configuration

### Conclusion

For a financial service company, the core system is an essential part of running the business. TMLI rely heavily on the performance of their information system, which requires critical support from reliable infrastructure. TMLI's decision to build a renewed information system was a logical way to reduce costs, though most importantly it helped them achieve their vision for rapid business expansion.

Fujitsu was able to put forward the most suitable solution by demonstrating a real understanding of TMLI's business value, workflow processes and existing infrastructure. Fujitsu worked collaboratively with TMLI to offer ideas that could meet their requirements while helping to manage other business constraints.

"Fujitsu proved their reputation for delivering high quality solutions through the IT infrastructure developed for TMLI. We recognized Fujitsu's commitment in providing the best possible service for its clients, and this closely aligned to what we wanted from our solution partner. Our partnership with Fujitsu provides benefits that help us understand the important role of technology innovation plays in the acceleration of business growth. TMLI greatly appreciates Fujitsu for their dedicated support," Edi Zakaria said.

### About Fujitsu

PT. Fujitsu Indonesia was established in 1995 under the name of PT. Fujitsu Systems Indonesia. Headquartered in Jakarta with service centers in several cities (Surabaya, Medan, Makassar, and Denpasar) and more than 20 authorized service providers across Indonesia, Fujitsu Indonesia has a vision to become a provider of leading customer-focused IT, communications and business solutions. Certified ISO 9001:2008, PT. Fujitsu Indonesia implement a quality management system registered to the international standards within the scope of IT solutions and services, and to encourage the adoption of a process approach to improve customer satisfaction. For more information, please visit: <http://www.fujitsu.com/id>.