FUJITSU

Case Study
AOK

» FlexFrame enables the employees of our AOK health insurers to maintain application reliability with lower investment expense and react to changes in requirements faster and more flexibly «

Klaus Mayer, Service Area Manager Production, ARGE AOK Data Center, Bremen/Lower Saxony

The customer

Arbeitsgemeinschaft AOK-Rechenzentrum Bremen/Lower Saxony performs exhaustive data center services for the employees of the two AOK health insurance providers that cover Bremen and Lower Saxony. With some 2.2 million insured, AOK Bremen/Bremerhaven and AOK Lower Saxony are the market leaders in their respective states. Approximately 100 locations give members convenient nearby service.

The challenge

The goal of AOK's internal IT service provider was to run oscare® with a very high level of availability to ensure end-user satisfaction. The steady increase in the need for resources and budgetary constraints made it necessary to configure IT systems to do more with less, and the very tight rollout timetable for oscare® called for exceptionally flexible deployment of additional resources.

The solution

The goal of AOK is to achieve cost-efficient operation and customer-oriented service. oscare®, an industry-specific software solution, gave AOK a set of intelligent software tools that can handle all business processes employed by statutory health insurers. This solution, which is based on standard SAP software with special add-ons for statutory health insurers, was developed by AOK Systems GmbH, a systems integrator and software house that serves statutory health insurers. In addition, the use of a FlexFrame Dynamic IT solution and PRIMERGY Blade Server technology from Fujitsu gives Arbeitsgemeinschaft AOK-Rechenzentrum Bremen/Lower Saxony an IT infrastructure with performance and storage capacity that can be effectively scaled to accommodate new challenges as they arise. Operation of the SAP infrastructure is at the same time significantly more reliable and more efficient than the previous solution and features simpler management.

The project

ARGE AOK-Rechenzentrum Bremen/Lower Saxony is the internal AOK IT service provider. Its data center resources are used by AOK employees at approximately 100 locations in Lower Saxony and Bremen. oscare®, an industry-specific software solution that is well established in the healthcare sector, provides access to SAP-based professional applications designed to support the business processes and needs of statutory health insurance providers. As a result of the increase in resources required to handle the new applications supported by oscare®, IT management of Arbeitsgemeinschaft AOK-Rechenzentrum Bremen/Lower Saxony decided to expand the SAP infrastructure in place and introduce new technology.

THE CUSTOMER

Country: Germany
Industry: Insurance
Founded: 1884
Number of employees: 53,900
Website: www.aok.de

CHALLENGE

The goal of AOK's internal IT service provider was to run oscare® with a very high level of availability to ensure end-user satisfaction. The steady increase in the need for resources and budgetary constraints made it necessary to configure IT systems to do more with less, and the very tight rollout timetable for oscare® called for exceptionally flexible deployment of additional resources.

APPROACH

FlexFrame Dynamic IT solution and PRIMERGY Blade Server technology from Fujitsu.

THE BENEFIT

- Modernization of the SAP infrastructure for the area of oscare® professional applications
- Improved operational reliability
- Improved productivity
- Simplified administration
- Flexible rollout and rollback of software updates
- Reduction of required investment volume by approximately 30 – 40%

PRODUCTS AND SERVICES

- Server: 72 x Fujitsu PRIMERGY BX920 Blade Server
- Speichersysteme: 3 x NetApp Metrocluster (FAS 3170, 3270 and 6280)
- Netzwerk: 8 x Cisco Switch
- FlexFrame Version V5.2

Systems featuring PRIMERGY Blade Server and Rack Server technology were chosen to complement the original solution based on PRIMEPOWER Servers to permit significantly more economical data center operation under Linux, and the data for the new oscare® software solution used by AOK are stored in a central NetApp FAS3070 Metrocluster storage system. At the end of the decision-making process, to which Fujitsu contributed consultancy, sizing and deployment support under a master agreement, the customer completed the package of hardware and operating system components by adding a FlexFrame IT infrastructure to create a Dynamic IT solution that offered exceptionally innovative technology and economy.

oscare® can now be started on any server in the FlexFrame pool in a matter of minutes, which results in a significant reduction in installation and maintenance. This unique solution is ideal for consolidation of SAP-applications on PRIMERGY industry-standard servers.

Conclusion

According to Klaus Mayer, Service Area Manager Production of Arbeitsgemeinschaft AOK-Rechenzentrum Bremen/Lower Saxony, the quality of customer support and the capacity for innovation were the key drivers behind the decision to choose Fujitsu and FlexFrame: *"Our partner Fujitsu took our needs and requirements seriously from the very beginning and provided the effective support it took to select and deploy an economical solution."* The virtualization achieved with FlexFrame gives the customer exceptional flexibility.

The SAP-based industry-specific oscare® solution is stored centrally and can be started on any server whenever necessary. Software distribution is not necessary, and updates and patches can be installed quickly and easily without downtime. Today, operation of the AOK data center is more reliable, more efficient, and administration is easier.

About Fujitsu

Fujitsu is the leading Japanese information and communication technology (ICT) company offering a full range of technology products, solutions and services. Approximately 170,000 Fujitsu people support customers in more than 100 countries. We use our experience and the power of ICT to shape the future of society with our customers. For more information, please see www.fujitsu.com.