

Case Study

Deutsche Rentenversicherung Berlin-Brandenburg

»With ETERNUS CS8000, we have selected a storage system that perfectly meets our need for secure digital archiving of important data such as our policyholders' pension files.«

Sabina Winzer, IT Department Corporate Development, Head of Division, Deutsche Rentenversicherung Berlin-Brandenburg
(German Statutory Pension Insurance Scheme)



The customer

Deutsche Rentenversicherung (German Statutory Pension Insurance Scheme) is one of the major pillars of social security in Germany. It not only pays its policyholders a pension in their later years, but also supports them throughout their entire working life. This means customers can request medical rehabilitation or a service contributing towards their career, such as professional retraining. German Statutory Pension Insurance Scheme Berlin-Brandenburg employs 2,160 people (including clinics) who look after 1.9 million policyholders, including 767,000 pensioners, providing services and consultation from 25 branches in Berlin and Brandenburg. In 2014, DRV had a total budget of €8.4 billion.

The challenge

Policyholder files had thus far been stored as hard copies in filing cabinets that took up the space of an entire floor. Whenever it came to requesting a file from the central archive, the waiting time – including postage – took up to five days. Moreover, converting to a digital solution was needed not only for reasons of economy, but also for security purposes and for the sake of the environment.

A policyholder's file roughly takes up 200 standard A4 pages, consisting of various documents, copies and supporting documentation, depending on the individual's state of health and insurance history. The future digital archive therefore needed to be able to store and provide access at any time to up to 360 million documents. This also includes quickly retrieving the files needed on request. A further fundamental requirement for going digital with the documents was to have a digital archive that provided absolute reliability, with the social security of 1.9 million people in the German states of Berlin and Brandenburg ultimately depending on this solution.

The solution

The high-performance and dependable storage solution for digital archiving came in the form of two FUJITSU Storage ETERNUS CS8000 systems – one at the head office in Frankfurt (Oder) and another at a branch in Berlin. In addition to supplying the hardware and software, and ensuring integration into the archive environment, Fujitsu as the prime contractor migrated the data and will provide maintenance throughout the entire service life.

The customer

Country: Germany
Industry: Pension schemes
Founded: 1889
Employees: 2,160 (incl. clinics)
Website: www.deutsche-rentenversicherung.de/BerlinBrandenburg/de



The challenge

To find a reliable way to store electronic insurance files for 1.9 million people in the German regions of Berlin and Brandenburg (approximately 360 million documents) and allow branches across the country to access policyholder data swiftly. Considering how important the documents were for the social protection of people with pension schemes, the reliability of the storage system was a key factor in selecting the archiving solution.

The solution

The new archiving and storage architecture for electronic pension files, implemented by the German Statutory Pension Insurance Scheme, was ETERNUS CS8000 technology, which had already been in place for backup purposes for some time at both Frankfurt (Oder) and Berlin sites.

The benefit

- Shorter access times to policyholder files
- High level of storage system scalability to optimize the investment protection
- Long-term archiving with the highest level of security
- Optimized IT infrastructure and management with the use of ETERNUS CS8000 as the unified platform to store backup and archive data

Products and services

- 2 x FUJITSU Storage ETERNUS CS8000 unified data protection appliance
- FUJITSU Storage deployment services
- FUJITSU Storage integration services
- Maintenance & Support

The benefit

ETERNUS CS8000 has been tested by KPMG AG for compliance with the German commercial and tax legislation criteria in terms of indexing, storing and retrieving electronic documents. (The resulting certification can be downloaded here: <http://www.kpmg.de/bescheinigungen/RequestReport.aspx?39555>).

Thanks to ETERNUS CS8000, the German Statutory Pension Insurance Scheme now has a highly-efficient and extremely-scalable archive-storage system at its disposal. With their modular scalability, both ETERNUS CS8000 systems can be expanded during operation to more than 22 petabytes of disk space if desired. One ETERNUS CS8000 alone stores a number of individual documents that runs into the billions.

What's more, ETERNUS CS8000 serves as a virtualization layer between the archiving software and the various physical storage media. According to a pre-defined service level, the electronic documents are automatically duplicated by ETERNUS CS8000 appliances from one location to the other.

As a unified data protection appliance, ETERNUS CS8000 efficiently consolidates the archiving infrastructure with the backup storage infrastructure. The virtualization layer also provides a crucial benefit in this case by combining disk and tape storage, using automatic information lifecycle management (ILM). Certain backup data is automatically transferred from disk to tape. This automatic replication across locations also creates the high level of security that is required for protecting sensitive customer information.

This technology has already been in use for several years in the backup storage field and the recognized benefits include:

- Easy management
- Operational security
- Saving potential by using tapes for long-term storage.

These were equally decisive in the German Statutory Pension Insurance Scheme's choice in favor of ETERNUS CS8000 as its backup storage and archiving system.

Conclusion

Digitizing the policyholder files has improved and made the German Statutory Pension Insurance Scheme's work considerably easier, with shorter access times from every single German Statutory Pension Insurance Scheme location. With ETERNUS CS8000, the German Statutory Pension Insurance Scheme has access to an extremely reliable and state-of-the-art storage system that meets all the requirements in terms of securely and efficiently storing archive data and backup data in one integrated system. Data is also managed and retrieved across all locations, making data loss and corruption a thing of the past.

And thanks to a comprehensive maintenance agreement, the German Statutory Pension Insurance Scheme can count on Fujitsu for rapid and solution-orientated support.

"With ETERNUS CS8000, we have selected a storage system that perfectly meets our need for secure digital archiving of important data such as our policyholders' pension files. On top of that, we benefit from a consolidated IT infrastructure and simplified IT management, since ETERNUS CS8000 is used for storing our backup data as well as our archive data."

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2015-08-26

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