

CASE STUDY – IT Outsourcing

AEGON UK

Smart Outsource means Smooth Transfer of Business Applications



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AEGON UK, is part of the AEGON Group, one of the world's largest and financially secure listed insurers and currently manages assets in excess of £34 billion. The company provides life, pension, protection, employee benefits and investment products and services for the corporate and personal markets. The AEGON UK Group is made up of the separate companies Scottish Equitable, AEGON Asset Management, Scottish Equitable International, AEGON UK Services, AEGON Individual Protection and HS Administrative Services. AEGON UK currently employs around 4,500 staff, 3,500 of which are based in Edinburgh, and is one of the UK's largest employers.

The Challenge

AEGON UK acquired the life and pensions business of Guardian Royal Exchange in October 1999. As other parts of the Guardian business were to remain with a competitor, AEGON UK needed to transfer the life and pensions applications and data to a new processing centre within 12 weeks. Many of the applications had been operated for more than 20 years and their uncoupling would involve hardware and software issues as well as the transfer of operational knowledge. The companies initially estimated that the application would require 90 MIPS of processing power and 215 Gb of storage. Instead of transferring the workload to its own data centre in Edinburgh, AEGON UK decided to use a new data centre.

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The Solution

AEGON UK decided to outsource the project. John Kerr, Group IT Strategy and Architecture Manager of AEGON UK said, "We had followed a detailed process to select organisations who could support us. The crucial event was the visit by our technical evaluation team to the Fujitsu Services data centre at Salford. We all gained a strong feeling that these people know about IBM systems, they are willing and enthusiastic and AEGON UK is important to them. In the final decision it was our confidence in the people that won Fujitsu Services the business." Fujitsu Services professionals were responsible for looking after the system in order to acquire all the relevant knowledge and, along with Guardian staff, carried out extensive testing.

The Benefits

Fujitsu Services data centre provides 130 MIPS of processing capacity and 1.5 Terabytes of storage. "The business benefit was getting this complex and huge task completed within the challenging time frame of 12 weeks," said John Kerr. "Our reputation required that we made this transaction work." The measure of success for Guardian's Managing Director, David Barker, was the seamlessness of the transfer. "I have other things to think about. My expectations and hopes were that I would not feel a thing – and I didn't."

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