

“It’s not just the high technical quality of the hardware our IT partner Fujitsu provides that we value, but also the reliable and competent service we receive.”

Marion Meder
IT Department
HUK-COBURG



HUK-COBURG decided to purchase 1,200 FUJITSU Thin Client FUTRO S720 for its approximately 700 customer service offices.

At a glance

Country: Germany
Industry: Insurance
Founded: 1933
Employees: 9,988
Website: www.huk.de

Challenge

HUK-COBURG planned to purchase new front-end devices for its more than 700 customer service offices across Germany. The company was looking for simple, centralized administration, reliable remote access to the devices for staff at its headquarters, and for the branches in turn to be able to access the in-house applications hosted at the head office.

Solution

HUK-COBURG had already been using FUJITSU Thin Client FUTRO S700/S900 for many years. Following a comprehensive testing process, the IT department decided to purchase 1,200 FUJITSU Thin Client FUTRO S720 for the company’s approximately 700 customer service offices.

Benefit

- High-quality thin clients, ‘Made in Germany’
- Convenient, centralized administration with modern management software
- Resolution and image quality comparable with that of traditional PCs
- Less noise and wasted heat
- Reduced power consumption

Customer

With more than eleven million customers, the HUK-COBURG Group is one of the largest insurers of private households in Germany. It includes five property/casualty insurance companies, two life insurance providers, two health insurers and a service company. The parent company of the group, HUK-COBURG, began trading as a mutual insurance firm in 1933. With incomes from premiums reaching more than €6.6 billion in 2015, the company is today one of Germany's ten largest insurance groups.

Products and services

- 1,200 x FUJITSU Thin Client FUTRO S720
- Based on Unicorn's eLux® operating system
- Support provided in collaboration with an external service partner
- SCOUT Enterprise Management Suite®
- Single point of contact with a designated staff member at Fujitsu in Augsburg



Challenge

In 2015, HUK-COBURG decided to replace the aging front-end devices in use at its approximately 700 customer service offices across Germany. The company wanted to be able to manage the new hardware easily and centrally. It needed reliable remote access to the devices from the company headquarters, and for the offices in turn to be able to access the in-house applications, which include its customer database, sales portal, claim settlement and job processing systems, hosted at the head office. It was also looking for devices with a long service life that would not require frequent updates. High cost-efficiency, both in terms of the initial purchase price and day-to-day running of the devices, was another important factor in the decision.

Solution

HUK-COBURG had been working with its IT partner Fujitsu for many years, and had been using its FUJITSU Thin Client FUTRO S700/S900 in its customer service offices up to this point. As the company was so satisfied with both the hardware and the level of service Fujitsu had provided, the new FUJITSU Thin Client FUTRO S720 model was one of the obvious options when it came to replacing the old systems. The two models were tested, compared, and analyzed using a points-based system the company had developed and standardized in-house. Based on the impressive results the device achieved in these tests, the IT department made the decision to purchase 1,200 FUJITSU Thin Client FUTRO S720.

Benefit

The FUJITSU Thin Client FUTRO S720 excelled in every part of the comparison. Despite its compact size, the thin client provides a good level of performance and usability. And with a start-up time of just 28 seconds, it is extremely quick. The device's screen resolution is almost equivalent to that of a full-size PC. Connected to two 24-inch monitors via digital inputs, it can provide a total resolution of 3840 x 1200, while a DisplayPort connection can achieve 2560 x 1440 @ 60Hz. Even with an analog input (DVI to VGA adaptor), the device can achieve impressive image quality. And with power consumption at just 7.8 W under normal loads, the FUTRO S720 fulfilled all the company's requirements regarding resource-friendly, sustainable operation.

The team was also impressed with the technical design. There is no cabling at all within the thin client. All the components, connectors and ports are right on the motherboard or connected to the mainboard via jumpers. This reduces the risk of error and improves passive cooling. The FUTRO S720 was the first device HUK-COBURG had tested to include this feature.

Another factor that was particularly important to the company was to have convenient, centralized administration options for the thin clients. The IT specialists at the company's headquarters in Coburg now access the systems in the customer service offices quickly and easily using Scout Enterprise Management Suite®, which enables them to make configuration changes and run updates remotely, as well as provide a comprehensive range of helpdesk functions. The eLux® operating system on the clients offers many special features designed to ensure that they run securely.

With the FUJITSU Thin Client FUTRO S720, HUK-COBURG can create a universal thin client concept for all its approximately 700 customer service offices. As well as benefitting from simple, centralized administration processes, the devices also impressed the team with a range of features that make them particularly suitable for use in a customer service environment. They run very quietly, are compact and take up little desk space, feature an attractive, stylish design and do not produce an excessive amount of waste heat. And as they come with fewer technical components, they are easier and cheaper to maintain than traditional PCs, cost less both initially and over the long term, and have a longer average lifespan.

"We have had an excellent working relationship with our IT partner Fujitsu for many years. So, it's not just our headquarters in Coburg that is full of modern Fujitsu client hardware. Our customer service offices, too, now have powerful thin clients that are easy for us to manage, feature reliable technology and are excellent value for money."

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