

Case study

Insurance Services Malaysia Berhad

“FUJITSU PROVIDES THE BEST OF BREED PRODUCTS AND SERVICES”

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The customer

Insurance Services Malaysia Berhad (ISM) was conceptualized in 1998 by the General Insurance Association of Malaysia (PIAM) as the Malaysian Rating Organization (MIRO) project. The objective of the MIRO project was to put in place databases to support pricing and reserving (reserves required to cover outstanding claims) in a liberalized pricing environment. The project took shape in 2000 when PIAM established the MIRO department and employed an actuarial manager to coordinate the project.

In July of 2003, the PIAM management committee decided to merge the MIRO and MIS departments to become the ISM department. The scope for the project was also expanded to include anti-fraud and information technology related services. Takaful (The Islamic Insurance Concept) operators began to participate and contribute data to ISM in 2003. This was followed by life companies in 2004.

The PIAM management committee recognized the need to create a separate entity to enable ISM to carry out its role more effectively and also formally involve the Takaful and life insurance industry. On the 1st February 2005, ISM was incorporated as a company limited by guarantee with 35 insurers and 4 Takaful and life insurance industry members. ISM commenced operation on 1st April 2005.

The challenge

With more than 50 partners and 50,000 transactions exchanged daily, ISM was experiencing poor system response for their partners due to old hardware and poor cable management in the old building. When ISM decided to move to a new office, it quickly became apparent that the IT department was facing a major challenge with old IT infrastructure and equipment. High risks associated with moving these equipment led the client to speed up their decision to improve their infrastructure using VMware and consolidate everything into a new set.

The customer

Country: Malaysia
Industry: Insurance Governance
Founded: 2005
Website: <https://www.ism.net.my>



The challenge

Ensure servers/applications with 99% uptime with no single point of failure. Achieve fast system response and overcome the challenging Recovery Time Objectives (RTO) of Disaster Recovery (DR) and Business Continuity Planning (BCP), while maintaining low capital and operational costs.

The solution

- A tailored, comprehensive solution for ISM to host both Data Recovery Center (based in their HQ) and production (based in the data center)
- Consolidation of 25 servers into 4 servers including a DRC
- Competitive pricing to keep costs under control

The benefit

- Lower Total Cost of Ownership (TCO)
- Return on Investment (RTO) with performance increased at business sites
- Satisfied Partners particularly with ISM response times
- Cost effective operation with: Lower power costs and optimized use of floor space

The solution

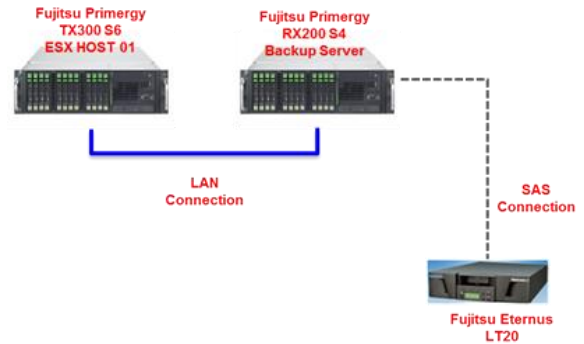
ISM invited a broad group of suppliers to propose solutions for their new data center. By thoroughly studying the proposals of each potential supplier, ISM concluded that Fujitsu stood out amongst major players and demonstrated unique creativity in tailoring a solution for ISM.

Fujitsu proposed anew data center that would improve their overall infrastructure with VMWare and a new set of hardware. Fujitsu provided a total solution for both their Data Recovery (based in HQ) and production (based in data center). Instead of the original 25 systems, Fujitsu consolidated all systems into 4 servers, including a Disaster Recovery Center. Fujitsu's competitive pricing also made the difference to ISM's decision-making process.

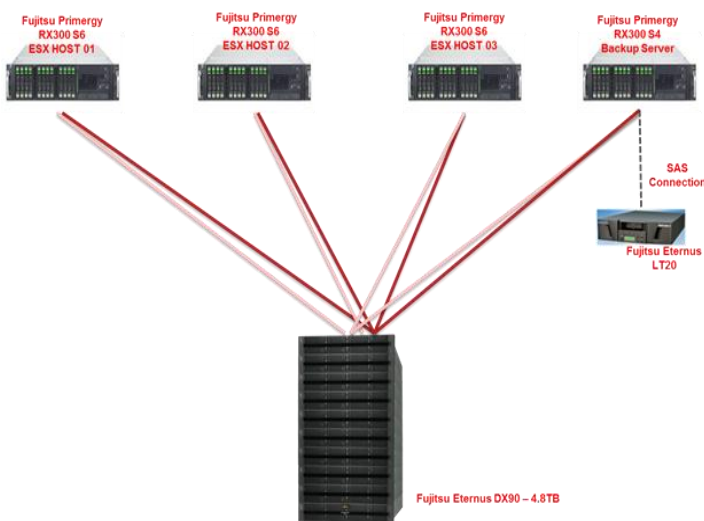
Products and services

- 3 PRIMERGY RX300S6
- 1 PRIMERGY TX300S6
- 1 ETERNUS DX90
- 2 ETERNUS LT20
- VMware
- Symantec back up exe. 2010

INFRASTRUCTURE DESIGN - DRC



INFRASTRUCTURE DESIGN - PRODUCTION



Conclusion

Fujitsu's comprehensive product line and solution has won the trust and approval of ISM and the client has decided to move into Phase 2 of their transformation with Fujitsu. This process has truly reinforced the Fujitsu brand and its expertise in delivering intelligent, timely solutions.

About Fujitsu

Fujitsu is the leading Japanese information and communication technology (ICT) company offering a full range of technology products, solutions and services. Over 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. Fujitsu Limited (TSE:6702) reported consolidated revenues of 4.5 trillion yen (US\$55 billion) for the fiscal year ended March 31, 2011. For more information, please see <http://www.fujitsu.com>

In collaboration with



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