FUJITSU

Case study
ISM Insurance Services Malaysia Berhad

"FUJITSU PROVIDES THE BEST OF BREED PRODUCTS AND SERVICES"
LIM FOONG KEEN - SENIOR IT MANAGER (HEAD OF IT), ISM INSURANCE SERVICES MALAYSIA BERHAD

The customer

Country: Malaysia
Industry: Insurance Shared Services Provider
Founded: 2005
Website: https://www.ism.net.my

The challenge

Ensure servers/applications run at 99% uptime with no single point of failure. Achieve fast system response and overcome the challenging RTO of DRC/BCP while keeping capital expenditure and operation costs low.

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 customer

In 1998, the General Insurance Association of Malaysia (PIAM) embarked on the Malaysian Rating Organization (MIRO) project to put in place databases that can support pricing and reserving in a liberalized pricing environment. The project took shape in 2000 when the MIRO department was established and an actuarial manager was appointed to coordinate the project.

In July 2003, the PIAM management committee merged the MIRO and MIS departments into one department named Insurance Services Malaysia (ISM). The scope of the ISM project was then extended to include anti-fraud and information technology-related services. That same year, Takaful operators began to participate and contribute data to ISM, followed by life insurance 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 18th of February 2005, ISM was incorporated as a company limited by guarantee with 35 insurers and 4 Takaful operators as members. ISM commenced operations on 1 April 2005.

The challenge

With more than 50,000 transactions can be exchanged daily digitally between ISM and customers. It goes without saying that downtime, even for a few seconds can have major consequences. Therefore any sanctions are cost-intensive. When ISM Insurance Services Malaysia Berhad decided to move to new office, it quickly become apparent that the IT department was facing a major challenge. The IT infrastructure and equipment were old and a number of the servers had been running continuously for up to five years. There would be very high risks associated with moving this equipment. And simultaneously, ISM was short on time to establish a new platform.

The benefit

- Lower Total Cost of Ownership (TCO)
- Higher RTO (Recovery Time Objective) – with increased performance at business sites
- Satisfied Partners with improved ISM response times
- Cost effective operation with lower power costs and optimized use of floor space

Products and services

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

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 above major players and demonstrated unique creativity in tailoring a solution for ISM.

A new data center would solve the issues and improve their overall infrastructure with VMware and new set of hardware. Fujitsu provided a total solution to ISM for both their Data Recovery (based in HQ) and production (based in data center). Instead of the original 25 servers, 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.

INFRASTRUCTURE DESIGN - DRC

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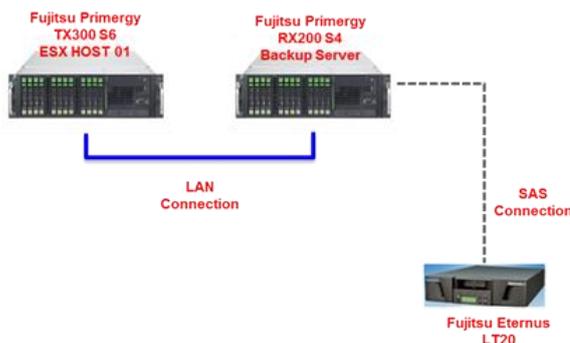
INFRASTRUCTURE DESIGN - PRODUCTION
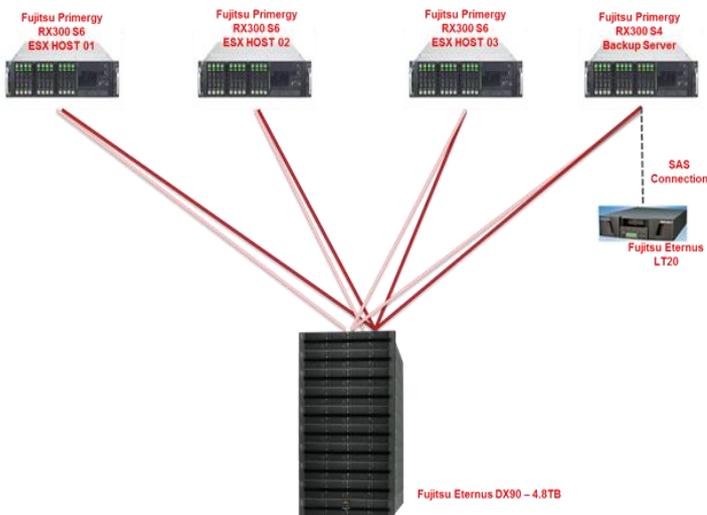
Fujitsu's comprehensive product line and solution has won the trust and approval of ISM and the client has now decided to move into Phase 2 of their transformation with Fujitsu. This process has truly reinforced the Fujitsu brand and its expertise in delivering intelligent, timely solutions.

About Fujitsu

Fujitsu is a leading provider of ICT-based business solutions for the global marketplace. With approximately 170,000 employees supporting customers in 70 countries, Fujitsu combines a worldwide corps of systems and services experts with highly reliable computing and communications products and advanced microelectronics to deliver added value to customers. Headquartered in Tokyo, 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: www.fujitsu.com

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In collaboration with

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