



“We have used and consistently expanded our storage solutions from Fujitsu since 1999. Today, we back up our BS2000 mainframe data, open systems and archive centrally on an ETERNUS CS8000.”

Jochen Brünger
Head of IT Infrastructure & IT Operations
Continentale Krankenversicherung a.G.



With the ETERNUS CS8000, Continentale Krankenversicherung a.G. benefits from the simple administration of backup and archiving on a Data Protection Appliance.

At a glance

Country: Germany
Industry: Insurance
Founded: 1926
Website: www.continentale.de

Challenge

Continentale Krankenversicherung a.G. wished to gradually consolidate the backup of mainframe data as well as data from connected open systems and the archive to a standardized hardware.

Solution

FUJITSU Storage ETERNUS CS8000 offers a central storage platform for backup data from mainframes and other systems. The Data Protection Appliance also includes an easily configurable archive. The cache mirror function makes it easy to implement split-site concepts – with minimal administration requirements.

Benefit

- An appliance for backup and archiving purposes
- Backup of BS2000 mainframe data and data from open systems with Veeam and NetWorker; additional backup on tape
- Minimal administration requirements due to automation
- Easy implementation of split-site concepts with cache mirror
- Extended services include regular system health check

Customer

Continentale is a mutual insurance association. It offers all-in-one comprehensive insurance coverage for retail clients as well as small and medium-sized companies. Continentale Krankenversicherung a.G., for example, provides a wide range of private supplemental and full health insurance policies. The association also includes life and non-life insurance companies, as well as insurance solutions tailored to market niches and market segments. With its 7,500 employees, it manages around EUR 3.9 billion in premium income (2018).

Products and services

- 1 x FUJITSU Storage ETERNUS CS8000 Data Protection Appliance
- Split-site operation (two locations) with cache mirror and dual-save functions

Products and services

- Solution Contract including system health check, update and maintenance services as well as on-site support



Decades of positive experience with Fujitsu

Continentale Krankenversicherung a.G. and Fujitsu have enjoyed a business relationship for more than 50 years. Jochen Brünger, Head of IT Infrastructure & IT Operations, Continentale Krankenversicherung a.G.: "Continentale Krankenversicherung a.G. has been a satisfied BS2000 customer for more than 30 years and in that time has grown to value the absolute reliability of the BS2000 systems. The BS2000 mainframes offer the required stability, information security and data security, and they are highly efficient even in times of high capacity utilization. It is for this reason that we were the first customer to buy two new Fujitsu SE710 servers in the summer of 2019."

Convinced by the quality of the BS2000 mainframe systems, the insurer was the first customer to use the predecessor version of the current ETERNUS CS8000 Data Protection Appliance in 1999. Initially, Continentale only used the appliance for backing up the BS2000 mainframe data. Gradually, other data from open systems was added.

Archiving function added in 2017

When the product life cycle of the archive from another manufacturer expired in 2017, the long-term customer decided to migrate this function to the ETERNUS CS8000 solution. "We are very satisfied with Fujitsu's ETERNUS CS8000, which we have used for backup purposes since 1999," explains Jochen Brünger. "The option to also migrate our archive to this data center solution presented an attractive opportunity in this context."

The migration process took some time as approximately 400 million documents (mainly incoming and outgoing mail and customer communication) had to be moved to the new archive in an audit-compliant manner. Today, this process is automated: When a document leaves the insurer by post, an audit-compliant digital copy is automatically created and imported into the archive. The same applies to incoming mail, which is scanned and filed automatically. Today, the archive contains around 430 million documents.

Maximum flexibility, minimal administration

"The nice thing about the ETERNUS CS8000 is its flexibility and the diversity of backup and archive software for which the system is certified. We use Veeam, NetWorker and Ceyoniq. And the administration requirements are minimal," notes Brünger, together with his two colleagues who are responsible for operating and maintaining the storage system. Once set up, all backup and archiving processes are completely automated. The same goes for the additional backup of some critical data on tape, which the company uses for security reasons. After the configuration, which is done once, this process is

also fully automated. "For this reason, the weekly administration requirements for the entire backup and archive system with the ETERNUS CS8000 are only five to six hours. That is extremely low," says the IT expert.

To provide maximum protection and availability for its critical data, the insurer operates the solution as a logic system that is split over two data centers at two separate locations. "Both data centers are active in day-to-day operations. Thanks to the cache mirror and dual-save functions, our data is redundant, so that one system is immediately available if the other one should fail. The user doesn't notice anything," says Brünger.

Expanded services in the Solution Contract

With the Solution Contract, Fujitsu offers an expanded service model that also provides regular on-site support and annual system health checks. "Thanks to the Solution Contract, our system is continuously inspected and optimized. We also have access to a local contact person if we need assistance. In general, I can say that Fujitsu's support organization is one of the best in the industry."

Harmony between technology and humans

Jochen Brünger has also been a long-standing and active participant in Fujitsu-NEXT e.V., Fujitsu's expert network and customer working group. "At our working group meetings, we receive information about the product road map, and we can submit change requests and communicate directly with the development team. This is one of the major reasons why Fujitsu solutions continue to be developed with a strong focus on customer benefits. This is very evident in the ETERNUS CS8000 and the BS2000 mainframe."

His overall assessment: "The flexibility, simple configuration and reliability of the ETERNUS CS8000 are remarkable. The Data Protection Appliance is a really good product that we are already using in the fourth generation," concludes Brünger. "But behind the technology are human beings. Fujitsu offers a high level of continuity and expertise when it comes to our contact persons. That is a unique feature of this company."

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