

A PERPETUAL EDGE ON SAVING

How Tectrade is enabling a leading insurance company to generate business insights faster across multiple locations.

Our Client: Domestic & General is a leading provider of specialist warranties and protection plans for home appliances, boilers and consumer electronics. The business insures over 16 million people across 14 countries.

CONTEXT

Domestic & General needs quick access to millions of records to provide accurate and up-to-date warranties and protection plans for customers, often across multiple appliances and across numerous countries.

GOAL

To have a single, centralised point for customer data that is accurate.

With this the business would be able to improve the speed it processed data and provide improved customer service while reducing expenditure on multiple hardware and software contracts.

CHALLENGE

As the business grew rapidly, different databases of customers' information had been created across multiple locations, and now they needed to improve and further increase its storage capabilities. As the business's hardware and software contracts were coming to an end, they decided to review what other products were on the market to help meet their new storage needs and bring the different databases together to form a single 'golden copy' database.

SOLUTION

Domestic & General were already using IBM V7000 storage with SSD for their IBM i and AIX systems, so the decision needed to be taken whether to expand this or move to new technology.

After conducting a requirements survey, Tectrade recommended installing an IBM V9000 Flash array with over 170TB of storage for the production and high availability data centres across multiple European countries. This had to be seamlessly integrated into Domestic & General's live systems with migrations of the IBM i and AIX systems from the existing V7000s to the V9000s.

DOMESTIC & GENERAL MARKET DASHBOARD

64%

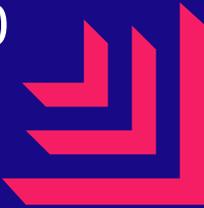
64% improvement in month-end reporting times

30%

An average of 30% reduction in reporting run times

300%

300% speed improvement in overnight Direct Debit collection and reporting



OUTCOMES

The massive boost in storage performance has greatly enhanced the response of core system with a 30% reduction in reporting run times – an average saving of around 14hrs per run. In addition, the Direct Debit overnight processes - which have heavy input/output demands - have seen a 300% improvement. Month-end reporting cycles are also 64% faster.

With no major change in operational expenditure, there has been a significant reduction in rack space and the cost of data centre power. The V9000 also has substantial scope to support future business growth.

“THE EXPERTISE IN MIGRATING STORAGE TO FLASHSYSTEM V9000 WAS INVALUABLE. THE PROJECT ENABLED SIGNIFICANT PERFORMANCE IMPROVEMENTS AS WELL AS REDUCED COST OF ONGOING SUPPORT AND DATA CENTRE FACILITIES. WE HAVE TAKEN A HUGE STEP FORWARD IN STORAGE CAPACITY, I/O PERFORMANCE AND OUR ABILITY TO RESOURCE STRATEGIC BUSINESS PROJECTS.”

Ian Ward,
Senior Infrastructure Manager,
Domestic & General.

