

A DATA CENTER EXPANSION CASE STUDY

for a leading Life Insurance Company

three weeks were taken as compared to couple of months of proposed given time.

SNAPSHOT

Industry
Insurance

Business Challenge

Scale up its operations from some 50 branches to 300.

Omnitech Solution

- Omnitech has provided IT consulting, integration and management services to the client for their various needs of infrastructure solutions, including branch automation, IT infrastructure management support including remote infrastructure management
- We created a centralized operations center at the Mumbai head office of our client and rolled out the setup for all of their new offices remotely.
- All IT infrastructures for that new office was set up and managed by Omnitech
- Expansion would have normally taken up a couple of months at the least, was actually accomplished within three weeks!

Company Overview

India's one of leading private life Insurance company has contributed significantly to the growth and development of the life insurance industry in India. Our client has invested heavily in technology to build world-class processing capabilities, being amongst the first in the industry to sell its policies through the Bancassurance route and through the Internet mode. It has covered more than 2 million lives since its inception, with a nationwide branch network of 600 branches, spread across more than 1500 towns and cities in India. It works through multi-distribution channels, offering convenient channels to purchase life insurance policies for its customers, with web-enabled IT systems for superior customer service.

Challenges

Insurance is a booming business in India, growing by billions of Rupees with each passing year. India's booming economy, driven by a GDP growth of around 9% y-o-y, coupled with major urbanization across the landscape, has led to major spread of the financial sector. Within it, insurance has been booming in India and insurance penetration is estimated to be around 4%, thanks to the countless millions that buy policies year after year, due to the tax saving benefits or for a sense of financial security.

Nonetheless, making headway in the market is a big challenge for the 30-odd companies that offer insurance solutions in India. The challenge is not only of reach but also largely of scale. Consider the fact that the biggest boom is happening in the tier-II and -III cities, how can a company reach out to the big pool of people in all these cities in a jiffy; especially before the competition does.

Our Client was facing a similar dilemma, a year or so back. The leading insurance player, wanted to scale up its operations from some 50 branches to 300 within a matter of months. They launched an ambitious scale up project titled Udaan (the flight in Hindi) to that end. But it wasn't easy. There were numerous challenges that stood before the company, not only in terms of expanding on the services, but the more critical issue of how to put in place infrastructure and managed operations required in all the 300 offices. For a company that specializes in the insurance sector, putting and managing physical infrastructure was an onerous task. That's when BSLI decided to partner with Omnitech Infosolutions.

Business Benefits

- Close to 60-70% saving on implementation costs
- The rollout time got drastically reduced
- Standardization helped reduction of unwanted communications and training needs
- Our client got their IT policies deployed for higher productivity, IT security, compliance, etc.

Solution

Omnitech has worked with various projects of insurance company. The company has provided IT consulting, integration and management services to the client for their various needs of infrastructure solutions, including branch automation, IT infrastructure management support including remote infrastructure management. In the past, every time a new office of our client was rolled out, Omnitech would deploy an on-site team for tech support to take care of end-to end IT implementation. All IT infrastructures for that new office was set up and managed by Omnitech. The company had created a special team that took care of the project rollouts. But there are several disadvantages with on-location roll-out, one of them being the costs involved and others being roll-out time, availability of skilled resources at given point in time at each location. The costs involved are traveling, accommodation, communication, administration and time of key resources. To take care of all such issues, more effectively and efficiently, Omnitech offered a unique solution through remote management and deployment. Based on client's specific requirements, Omnitech sourced acquired systems from vendors like IBM and deployed frontend applications, security patches, and various supporting software remotely. For the sake of efficiency, Omnitech created a centralized operations center at the Mumbai head office of our client and rolled out the setup for all of their new offices remotely.

At the ground level, a local team would set up and install the physical infrastructure at the new offices, whereas an expert RIMS team at the Mumbai operations center would oversee and implement the rest. By means of remote management, Omnitech was able bring down the go-to-market time drastically. In fact the whole expansion would have normally taken up a couple of months at the least, was actually accomplished within three weeks!

Omnitech observed ITIL practices while delivering and then managing the program which ensured standard process and policy implementation for the client. This helped client's branch offices to get seamless operations across all locations and get consolidated information at any given point of time. And this model could again be implemented as and when client desires to ramp up the operations. "Omnitech has been our service provider for IT technology services for many years. We are quite satisfied and impressed with their technical competencies and service capabilities. With special reference to their roll-out process and branch IT setup management at over 250 locations pan-India through network operation center, Omnitech's remote infrastructure management services have helped us with rapid branch roll outs, standardization in terms of policy and systems, quality of services and most importantly reduction in overall deployment as well as IT management costs." says Head of (IT). The success of the whole project can be assessed by the way the company has grown over the year or so. In the highly competitive industry, our client was able to reach the customer in a much quicker manner using the remote management solutions pioneered by Omnitech. The result was a very happy client and a even happier service partner; i.e. Omnitech. "We are proud of the feat we achieved in record time. And our success lies in the fact that we continue to grow with our client even as we speak," quipped an ecstatic Mr. Avinash Pitale, Executive Director, Omnitech.

About Omnitech InfoSolutions :

Omnitech InfoSolutions is an ISO 9001-2000 certified technology services and solutions provider company in the Business Availability and Business Continuity space. The Business Availability services include Infrastructure Management, Application Management and Performance Management services whereas Business Continuity services include Disaster Recovery Consulting and Management, Data Vaulting and Workplace Recovery Services.

Omnitech InfoSolutions is also a world-class provider of turnkey IT solutions like Server & Storage Consolidation, Virtualization, Network Integration Solutions and Data Center Management Solutions, Omnitech provides end-to-end support with guaranteed SLA (Service Level Agreements) in order to optimize infrastructure management and align IT with business goals.

Contact Omnitech InfoSolutions today for free consultation

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