

Insurance company increases productivity and reduces costs by adopting imVision®, an automated infrastructure management system.

CommScope's AIM solution proactively ensures data center infrastructure connectivity and security.

Client

Large financial and insurance company

Country

Brazil

Challenges

A major, national insurance company set as one of its main 2020 goals to improve operational capacity, while seeking to reduce the costs of maintaining their data centers.

In addition to operating in the main areas of property and personal insurance, the company offers, through the various companies that are part of the group, several products and services, such as pre-purchase financing pool, financial solutions, security and monitoring and occupational health.

A CommScope customer for more than 10 years, the company uses SYSTIMAX® structured cabling solution and imVision® software in its buildings. SYSTIMAX® Category 6A copper cabling OS2 singlemode and OM4 multimode fiber cabling are installed in three of its data centers.

To further improve the data center management, it was decided to hire configuration, consulting and maintenance services to the ImVision® System Manager.



The imVision® system guarantees the connectivity continuity and the IT “environment’s” security, acting proactively and throughout the infrastructure.

“Ensure access or even identify an improper access is one of the data center’s challenges. For this and other critical situations the imVision® solution fits perfectly,” highlights Ricardo Mattiello, CommScope strategic account director.

Due to frequent data center expansions to support the growth of the insurer’s business in the country, there was a need to adopt the automated infrastructure management system,

imVision®, which brought several benefits to the operation, including:

- Reduction of the possibility of human error
- Reliable and updated documentation
- Time reduction in the execution of service orders
- Increased reliability

The scope

The company already relies on CommScope's cabling and software solutions, but they wanted to effectively obtain all the benefits the imVision® System Manager tool can bring. Therefore, they decided to include contract configuration, consulting and maintenance services, covering the infrastructure management of the three data center units owned by the corporation.

The deployment was performed collaboratively by:

- Client: the insurance company's infrastructure team which was responsible for evaluating, requesting and using the information registered in the system.
- Connectcom was the company responsible for the survey, registration and daily operation of the tool in the insurance company's facilities.
- TS Inova: consultant responsible for planning activities, monitoring work progress, understanding customer demand and providing suggestions for using the tool to solve data center operation problems. This company was also in charge of software maintenance, updates, functionality updates and team training.

The benefits brought by imVision®

The deployment involved several challenges, such as changing the internal culture to agree on how the cabling system should operate, in addition to developing and optimizing of internal processes.



"During the deployment period, it was already possible to observe the benefits provided, such as greater assertiveness, savings in services and time reduction. Due to these benefits alone, in less than a year, the client achieved the financial payback of the amount invested in the solution."

Ricardo Mattiello
CommScope strategic account director

It is worth mentioning, in addition to the quality, flexibility and reliability of CommScope solutions, a large part of the success in the solution implementation is due to the customer's commitment and understanding that it could add valuable information and processes for the data center's operation. The client was aware that the tool implementation should be accompanied by a change in the operating team culture, which had previously been focused on manual, time-consuming and bureaucratic processes.

Today this situation has changed and the operation of the insurance company's data centers has become much more assertive, less susceptible to failures and controlled and managed in real-time.

The benefits resulted in greater productivity, which generated a large financial gain for the insurance company and increased satisfaction for internal and external customers.

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