A ABSOLUTE PERFORMANCE

FINANCIAL & INSURANCE : A REGIONAL INSURANCE COMPANY TURNS TO API TO MODERNIZE IT INFRASTRUCTURE TO SUPPORT EXPANSION GOALS

Challenge

A growing, profitable regional insurance company wanted to expand into new markets to power its growth trajectory. However, with hardware and network technology past end of life, poor support from their existing IT solution provider, and fragmented IT, their expansion plans were hindered by a series of IT-related roadblocks. Between the frequent outages, poor incident management response times, a lack of disaster recovery protocols, ITIL process issues, compliance challenges, poor capacity planning, and more, the insurance company was plagued with a range of inefficiencies that were impeding its ability to grow and thrive.

Solution

With a goal of migrating to a new system in 3 years to support the expansion into new markets, the insurance company decided to replace its current IT supplier with API. The API team began by proactively assessing the customer's technology strengths and vulnerabilities, then created a modernization roadmap tailored to meet their unique requirements. With that, API launched a phased implementation that included everything from outage management, incident management, and new disaster recovery protocols to new documentation processes, data encryption that supports compliance, enhanced end user support and more.

Results

By partnering with API to migrate to a new IT infrastructure to support their expansion goals, the customer turned what had become a costly and inefficient IT function into a profitable business asset. Additionally, by augmenting the depth and breadth of their IT staff, API helped the client extend their IT investment to support a continued focus on growth, improved efficiency and control of spiraling IT costs.

BEFORE API	90 DAYS AFTER API
Frequent Outages	Improved stability with high availability IT
Lapses in incident and escalation response times	Launched 24/7 monitoring and management with quick, service-level driven response times
Documentation atrophy	Streamlined documentation processes with one version of truth
No infrastructure failover	Transformed RPO / RTO recovery times

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