

OPERATE THE CLOUD RELIABLE WITH 2ND LEVEL INFRASTRUCTURE SUPPORT SERVICES



Thanks to the itelligence* experts' professional support, we were able to quickly provide a team that ensured operations and further support right from the go-live.

Stephan Tulke, Project Manager of Sales Systems Infrastructure at DEVK Versicherungen



Challenges

- Establishment of a service management system
- Ad-hoc formation of an expert team
- Short-term on-boarding
- Timely go-live
- Coordination of the on-site NTT DATA Business Solutions team



Solutions

- Customer in-house data center: CISCO FlexPod hardware, VMware virtualization
- Application server setup: SUSE Linux Enterprise operating system, Oracle database
- Automation and monitoring: Ansible automation, Check_MK monitoring



Benefits

- NTT DATA Business Solutions service manager as a central contact
- Use of NTT DATA Business Solutions IS support expertise
- Ad-hoc support from on-site service
- Individual solutions
- Close and trusting cooperation



Why NTT DATA Business Solutions?

- Reliable, full-service IT provider
- On-site and remote IT consulting
- Technical expertise and flexibility
- Experience in service management and service transition

DEVK

Company: DEVK Versicherungen

Industry: Insurance

Products: Vehicle insurance, travel insurance, legal protection, liability insurance, home insurance, health insurance, provisions for money and finances, life insurance, pension provisions, occupational disability insurance, accident insurance

Employees: 6.000 (2016)

Revenue: 3,2 Mrd. (2016)

* Since April 1, 2021 itelligence is operating as NTT DATA Business Solutions

NTT DATA Business Solutions



NTT DATA
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3 to successful go-live



DEVK Versicherungen is one of Germany`s biggest insurance companies

DEVK has around 4 million customers in Germany with over 14 million risks in all insurance areas. DEVK is the third biggest household insurer, the fifth biggest car insurer and the sixth biggest liability insurer in Germany, according to number of contracts. Its headquarters are in Cologne. Across Germany, the company has approximately 1,250 offices and a team of 6,000 full-time office and sales staff. Since April 2017, NTT DATA Business Solutions has supported DEVK with its 2nd level infrastructure support, thereby ensuring the seamless operation of in-house systems – a prerequisite for the success of the company and the satisfaction of all customers.

Agile solution approach by NTT DATA Business Solutions

As a customer of the NTT DATA, DEVK was advised by the subsidiary NTT DATA Business Solutions on securing the operation of a new IT system landscape. After the initial contact in December 2016, those responsible for the business areas of sales, pre-sales and cloud infrastructure services at the BIT.Group, which had been acquired by the company, drafted a convincing solution approach. In addition to supporting the go-live, it was important to ensure comprehensive 2nd level support for the modern infrastructure of more than 30 existing applications. This involves the use of state-of-the-art components including Cisco hardware, VMware virtualization, SUSE Linux Enterprise as the operating system and Ansible as the automation solution, which are all operated from our own, in-house data center.

Qualitative implementation of customer requirements using an individual service model

Comprehensive service transition expertise and experience enabled a fast and productive start for the delivery team upon the successful go-live in April 2017. Since then, further service provision has been ensured by NTT DATA Business

Solutions service management at its Dresden location. As an integral part of the service, regular coordination, in particular on site, ensures the qualitative implementation of customer requirements – flexibly and individually as per the practice of DEVK.

Using DEVK as an example, NTT DATA Business Solutions's pragmatic and fast solutions demonstrate the potential and synergies created by the efficient cooperation of various departments. The partnership with NTT DATA Business Solutions enabled the right experts to be identified and the development of customer-oriented solutions, which sustainably reinforce the objective of the joint commitment between NTT DATA Business Solutions and DEVK.

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