

CASE STUDY

INSURANCE SECTOR

GILES INSURANCE



Giles Insurance Brokers Ltd is one of the UK's top ten independent insurance brokers. It has a turnover of in excess of £70 million and 40 offices across the UK. Using Redcentric's scalable managed services it is able to support its 60,000 customers and 1000 employees with just a handful of in-house IT staff who can focus on business-critical operations. New offices and acquisitions can be brought online rapidly and cost-effectively.

CHALLENGES

In 2002, having identified that areas of its IT system could be better delivered by a Managed Service Provider (MSP), Giles was looking for an experienced IT partner that would offer the technology and services to support its plans for significant future growth. Underlying the decision was the need for the company to focus its efforts on its core business, not managing its technology. "We're here to sell insurance. Everything we do must have that one primary goal," explains Richard Corner, Group Operations Director for Giles.

In choosing a company to meet this demand, the challenges were to find an MSP capable of providing:

- A scalable cost-effective IT infrastructure that would reduce overall IT costs

- A simple model that would provide a straightforward migration path for acquisition that could be used repeatedly, growing with the business without incurring massive cost and complexity
- A constantly monitored wide area network to support the speed of expansion
- A cohesive solution that would free up resources currently spent on servicing multiple locations.

Over the years, Giles' IT and communications requirements have evolved. As new projects – such as managed archiving and the implementation of Voice over IP (VoIP) throughout the business – have arisen, Giles has turned to Redcentric.

REALISING THE BENEFITS

Redcentric has supported our agility, reduced our costs and enabled us to be more efficient. There's no doubt in my mind that with Redcentric's expertise, we've improved the way we do business.

*Richard Corner,
Group Operations Director
for Giles*



giles
insurance brokers

HOW REDCENTRIC HELPED

Redcentric has consistently met every new challenge, offering the best solutions for Giles' needs. Richard Corner is able to concentrate on the effective management of business information while Redcentric manages the underlying technology. Richard Corner says, "By placing our back-end operations in the hands of an experienced MSP, we've aligned our IT with the rest of the business. We remain in control at all times but Redcentric takes care of the management. However, we have on-demand access to Redcentric's pool of highly skilled IT resource and so in many ways Redcentric is effectively an extension of our own IT department."

Redcentric provides Giles with a range of services:

A constantly monitored private MPLS network linking all branch offices to each other and to the data centre in Redcentric's HQ.

Data centre colocation of Giles' servers along with Redcentric's data backup and archiving services, ensuring 24/7 security of both company and client information.

TECHNICAL INFO

- Managed Network Service
 - Multiple Ethernet and DSL access circuits
 - Layered VPNS
- Unity
 - Fully hosted IP telephony
- Managed Backup Service
 - Protection of 5 TB of business-critical data
- Managed Archive Service
- Colocation Service
 - Multiple collocated racks in the data centre
- Multiple Internet connections

Fully hosted IP telephony, Unity, in all offices, offering enhanced, efficiency-generating features such as top ten number analysis and call monitoring.

BUSINESS BENEFITS

The relationship with Redcentric has brought Giles a wide range of business benefits, reducing both capital and operational expenditure and enabling the company to focus on its core business activities.

"We have full access to services that would have been far more costly to keep in-house and I don't have the hassle of having to run a secure data centre or managing day-to-day back-end operations," says Richard Corner.

Freed-up time and resource

Richard Corner and his team can concentrate on front-end IT activities that help the company create competitive advantage and maintain business agility.

Rapid scalability

Extra capacity is available as and when it is needed and once a new office is online its IT fit-out normally takes less than 24 hours.

Substantial cost savings

Costs are predictable and the low cost-base has resulted in tangible savings, for example significant annual savings are expected from VoIP implementation.



Significantly reduced internal resource

A small, highly effective, cost-efficient IT team supports the company's 1000 employees.

24/7 expert support

Redcentric's experienced support team is available around the clock, 365 days a year.

THE FUTURE

Summing up the partnership between Giles and Redcentric, Richard Corner says, "Redcentric has taken us from our early network requirements right up to the present day. It has enabled us to really reap the benefits of Cloud computing and IP telephony and I'm sure we shall continue to benefit from Redcentric's expertise commercially and technically well into the future."

Redcentric's services have given us a massive reduction in costs – we expect to make significant annual savings on IP telephony alone.

Richard Corner,
Group Operations Director for Giles