



CASE STUDY: GLOBAL INSURANCE ORGANIZATION

RSM Partners delivers mainframe expertise on tap for a leading insurer

Summary

When a UK bank separated its insurance arm, experts from RSM Partners helped to make the Data Centre transition a success, including creation of a standalone RACF solution and its ongoing administration and management. RSM is now providing a fully managed 24/7 service for security engineering, helping this award-winning insurer to plan, optimize and secure its essential mainframe operations.

“RSM Partners impressed with their in-depth mainframe knowledge and deep talent pool of very experienced mainframe practitioners... RSM was a key contributor to the very successful outsourced mainframe migration from our original parent company and remains a jointly respected partner in times of need.”

Background

This RSM client is among the UK's largest insurers, operating in key markets including motor, home, rescue and personal lines insurance. When the business was established – a leading bank divested itself of non-core banking businesses - the Data Centre transition meant the client had to build its own mainframe environment or outsource some 20,000 MIPS of mainframe processing. The decision was made to outsource to a leading international IT services provider.



Challenges

“Previously, when this client had moved its mainframe processing into its parent company’s global Data Centres, the majority if not all mainframe skills were lost,” says Mark Wilson, Technical Director, RSM Partners. “When it needed to move systems from the bank to the outsourced Data Centre, the insurer lacked breadth and depth in the mainframe skills needed to achieve the required outcomes.”

RSM became an early partner on the Data Centre transition programme, after the insurer went out to the market to identify an organization with the necessary skills, expertise and resources.

“A particular challenge for our business was the creation of a standalone RACF solution from the one previously shared with the parent bank, and its day-to-day ongoing administration and management,” says the insurer’s Infrastructure Delivery Manager - Mainframe. “RSM had the resources and skills needed to take this on in spades.”

Solution

“RSM impressed with their in-depth mainframe knowledge and deep talent pool of very experienced mainframe practitioners. This gave us a trusted and independent oversight for the mainframe migration planning and execution.”

RSM was engaged, with Technical Director Mark Wilson providing two hours each week to support the mainframe infrastructure team as the business started navigating its two-year Data Centre transition journey. This rapidly became five days per week for an onsite RSM team of 13 individuals over the two years. “We had also identified a gap in the service provided by the outsourcer, which led to RSM being awarded a three-year managed services contract for security,” Wilson says. “By then, we’d developed into the role of independent consultant and trusted adviser: a critical best friend for the insurer’s mainframe operations. This enabled the client to ask us to analyze proposals and provide independent analysis as to whether the proposals delivered what the insurer actually needed.”



“RSM was able to dip into its resource pool of experts to provide assistance with different mainframe challenges, often at short notice, as well as delivering a core managed service for our mainframe security.”

Outcomes

Today, the managed service comprises a three-person onsite team delivering 24/7 mainframe security engineering support, together with an out-of-hours support contract. In addition, when the insurer sold overseas motor insurance subsidiaries, the buyer also chose RSM to provide managed security engineering support services to those businesses.

Over five years, RSM has provided multiple skills and resources to the insurer: from initial domain expert support through advice and support for the Data Centre transition to the outsourcer, to gap analysis for security services and then security managed services. Additional deliverables include a mainframe subject-matter expert for management role, mainframe performance and capacity reviews, mainframe penetration tests, as well as a two-year programme of IBM and ISV software upgrades and Endeavor upgrade support.



The client says, **“RSM was a key contributor to the very successful outsourced mainframe migration from our original parent company and remains a jointly respected partner in times of need. With RSM we not only have a solid core competency security managed service but also an independent partner that continues to deliver value in a number of different engagements.”**

Mark Wilson adds, **“RSM is seen as a trusted advisor and confidant. We’ve worked on so many projects that we’re seen as the ‘go to’ supplier. Our job is to deliver as much value as we can in supporting and securing the client’s mainframe operations. We’ve recently started on several performance and capacity projects that, when complete, would see the client reducing technology costs by many millions of pounds over the next few years.”**

To find out more, email info@rsmpartners.com or visit www.rsmpartners.com