“While other providers simply provided a cost based on our existing infrastructure, Hitachi Data Systems offered the consultancy and guidance we needed and then helped us design a storage solution. They took the time to understand the business and our needs.”

Afroditi Aggouria
IT Project Manager
Chartis Greece S.A.

Chartis Greece S.A.

INDUSTRY
Insurance

SOLUTION
Modular Platform, Business Continuity and Replication, Storage Management, Virtualization
Hardware — Hitachi Adaptable Modular Storage 2500
Software — Hitachi Device Manager, Hitachi Dynamic Link Manager, Hitachi ShadowImage® Replication
Services — Delivered by local Hitachi TrueNorth™ Partner Interkam Ltd., in Athens
Chartis Greece Supports Improved Database and Customer Service with Hitachi Adaptable Modular Storage

Leading insurance company Chartis serves a wealth of commercial and personal clients with one of the industry’s most extensive ranges of insurance products and services. With its deep claims expertise and financial strength, Chartis enables its commercial and personal insurance clients alike to manage risk with confidence. When it came to storing the vast amounts of data created by the group, Chartis was not about to take any chances and turned to Hitachi Data Systems for the solution.

The Data Influx Challenge
Good customer data management is a crucial part of Chartis’ operations. With more than 200 staff connected to a live customer database at any time, the network was starting to slow down.

“Customer service is at the heart of what we do and our staff need constant and immediate access to data so they can respond swiftly to customer demands,” says Afroditi Aggouria, IT project manager at Chartis. “While we had an efficient and systematic data and document management system, the IT department was receiving complaints from users about the availability and speed of applications and information.”

Along with supporting the customer service activities at the front end of the business, a single database across a small network of servers was being simultaneously for data-intensive back office functions, such as running management and accounting reports, balance statements and historical reports.

Aggouria set about investigating the issues that were affecting day-to-day operations and finding ways to enhance the existing system. Chartis needed a huge increase in performance and to boost storage availability while driving down overall costs.

“The most interesting thing for me was how involved the Hitachi and Interkam Ltd. partner team had been in this recent installation, from start to finish. It was the kind of support my company could benefit from.”

Afroditi Aggouria
IT Project Manager
Chartis Greece S.A.
Data Systems installation running millions of transactions each day,” said Aggouria. “The most interesting thing for me was how involved the Hitachi and Interkam Ltd. partner team had been in this recent installation, from start to finish. It was the kind of support my company could benefit from.” She called on Hitachi consultants to help find a solution and design an infrastructure that would not only meet Chartis’ current demands but also ready the company for the future.

Clones Control Traffic, Increase Processing Speed

In the discovery process it became apparent that constant use of a single database by so many users would eventually cripple the system and also posed a huge risk. Hitachi Data Systems proposed creating several live clones of the Oracle database using a production server and a testing server. Chartis now has 5 clones constantly updating from the live database.

This instantly solved issues with traffic control, providing a significant increase in the speed of information processing and delivery. Different parts of the business are now able to use different clones of live data without affecting network performance. This has also reduced the risk of data corruption and loss.

Hitachi Responsiveness Enables Faster Chartis Customer Service

The company noticed a huge increase in performance and efficiency across all departments. “The transformation project has had a significant operational impact. It now takes around 2 hours for an 800GB database to clone itself. Reports that used to take 3 hours now take between an hour and 1.5 hours to generate,” said Aggouria.

“While we started our IT assessment from the perspective of increasing storage capacity, we now have a better configured system, which enables staff to provide a faster service to customers.”

While the old configuration meant management used snapshots of the database for reporting, the new installation allows Chartis to use real-time data.

“What made me really happy was HDS’ service. They really knew what they were talking about and took the time to understand the business and our needs,” said Aggouria.

Along with Hitachi Data Systems customer service, the superiority of its technical offering, namely the cache size, disk speed and the easy configuration of the system, was also a key factor in Chartis’ purchasing decision.

Chartis Looks to HDS for Future Upgrades

“When we faced a complex problem with writing scripts for an Oracle database, they sent an engineer who stayed onsite overnight to help us fix the problem before business resumed in the morning. Hitachi Data Systems staff members have been there whenever we phoned them and their response and service have been commendable. They continue to provide us with fantastic support and we plan to involve them in upgrading our business continuity and disaster recovery systems in the near future.”