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*Desislava Slaveykova, Head of IT, PIC Saglasie*



## Pension Insurance Company Saglasie AD Increases IT Productivity by 100% With Hitachi Storage

**Pension Insurance Company (PIC) Saglasie AD, one of the nine pension insurance companies operating in Bulgaria, was seeking to improve IT systems availability and performance. By implementing a Hitachi Data Systems storage solution, based on Hitachi Unified Storage 110, Saglasie was able ensure availability. The company significantly boosted the performance of systems, increased employees' effectiveness and gained competitive advantage.**

PIC Saglasie AD, a pension insurance company, was founded in 1995 in Bulgaria. With over 500,000 customers, the company manages three pension funds worth more than 1 billion Bulgarian levs (BGN). With 50 offices, PIC Saglasie employs approximately 180 employees and works with over 6,000 insurance intermediaries throughout the country.

Changing demographic factors, including a higher rate of emigration, and a prolonged economic crisis are some of the key factors that make the pension insurance market in Bulgaria highly competitive. Company officials recognize that to operate successfully in this market, it is vital that they provide a high level of service to all their customers.

### Challenge

The small IT team of PIC Saglasie takes on great responsibility, and it ensures that

the company's systems operate 24/7, 365 days per year, without interruption. Storage management and solution performance are important for the day-to-day operations of PIC Saglasie.

The databases and specialized Oracle applications in the storage environment are used nonstop by thousands of people. More than 6,000 employees and intermediaries of PIC Saglasie, a lot of governmental bodies and national agencies work with the systems. Separately, half a million citizens access their information and perform actions with the storage system. It was imperative that a sound and stable IT solution support these critical databases and applications running Oracle under Linux.

In addition to the demands of the thousands of customers, the company faced various other issues. The importance of data stored and replicated in the storage environment, the "always on" requirement



### Pension Insurance Company Saglasie AD

#### INDUSTRY

Insurance: Pension Insurance Company

#### SOLUTION

Storage Migration, Storage Management

#### HARDWARE

Hitachi Universal Storage 110

#### SOFTWARE

Hitachi Command Suite, Hitachi Storage Navigator Modular 2, Hitachi Dynamic Provisioning, Hitachi ShadowImage Replication, Hitachi Tuning Manager and performance monitor feature

#### SERVICES

Services provided by the Hitachi TrueNorth Partner Stone Computers AD

### Benefits at a Glance

- Improved availability and reliability.
- Improved performance.
- Easy-to-use management.
- Reduced capacity.

and the rising cost of repairs were some of the key challenges that led to the decision for storage migration and a new storage infrastructure.

The old storage solution was too expensive to maintain and was creating too much demand on the IT team. The company decided to change to a modern, flexible and scalable storage solution that used classic architecture, was easy to maintain and optimized cost.

## Solution

Before choosing Hitachi Unified Storage for their new SAN solution, the insurance company considered other technologies and vendors, such as IBM and HP. After a thorough analysis and internal discussion about potential solutions, their choice was Hitachi Data Systems.

“A recommendation from our colleagues from Central Cooperative Bank (CCB), which had evaluated a Hitachi solution, also helped us to decide. CCB has shared with us that they have significantly reduced the time for handling and executing operations,” explains Head of IT at PIC Saglasie, Desislava Slaveykova.

A demonstration of HDS storage systems completed by Hitachi TrueNorth Partner Stone Computers AD finally convinced the insurance company that they were going in the right direction. Having worked with Stone Computers for many years, PIC Saglasie trusted the systems integrator’s recommendations.

The project, put forth by Stone Computers AD, consisted of implementation of a new storage environment, installation and

configuration services, migration of all systems and data and performance optimization.

PIC Saglasie based their new SAN environment on Hitachi Unified Storage 110 with SAS discs configured in RAID-5. This environment has redundancy and load balancing.

Key software of the solution included Hitachi Command Suite, Hitachi Storage Navigator Modular 2, Hitachi Dynamic Provisioning, Hitachi ShadowImage Replication, Hitachi Tuning Manager and performance monitor feature.

## Benefits

When PIC Saglasie adopted its new strategy for IT development, it sought to avoid needless spending on obsolete equipment and repairs. The IT team invested in building a scalable and flexible storage environment that is automated when possible. Understanding that they cannot stop data from increasing, they changed their objective to have controlled and planned growth within the next five years.

“We wanted a storage environment that we could begin with a small capital expenditure, but without compromising system quality, performance or availability,” shares Slaveykova.

Hitachi Unified Storage solved all challenges that the company was facing. The new environment improved the availability and reliability of their IT environment. Furthermore, it, boosted performance by 100% and thus improved employee efficiency as well.

“Before the implementation of the Hitachi solution, the processing of a file with 400,000 records for insured people had taken us approximately half a day; now this time is reduced to 1.5 – 2 hours,” says Slaveykova.

After implementing the Hitachi solution, PIC Saglasie was able to reclaim storage space thanks to advanced storage features, which ultimately saved the company between 30% and 90% of storage space capacity for different data sources.

The IT team was impressed by the easy-to-use storage management, and the leadership appreciates the reduction of risk and cost, with the initial low capital expenditure and reduced operational costs of the new system.

Thanks to the high performance PIC Saglasie now achieves, it can accomplish its business goals at an affordable cost and in alignment with their ISO/IEC 27001 certification.

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Hitachi Unified Storage also allows data storage at block, file and object levels. This object storage solution gives PIC Saglasie an ideal platform for building a scalable environment or even a private cloud, the ability to be flexible in the future.

## @Hitachi Data Systems

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