

IT Infrastructure Consolidation

Increasing Server Efficiency and Reducing Staffing Costs For Guardian Life Insurance Company

INTERNETWORKING

NETWORK ECONOMICS

SYSTEMS AND STORAGE

SECURITY

What did GTP® do?

✓ Reduce Costs

We work with our clients to weigh financial and technical requirements and determine the most cost-effective way to achieve business goals.

✓ Improve Service

Though careful design and a thorough understanding of service level management, we help our clients maximize customer satisfaction by improving performance and minimizing downtime.

✓ Create Revenue

We help our clients create revenue-generating service offerings through careful analysis of business and cost goals and the application of cost-effective and manageable technologies.

✓ Ensure Compliance

We evaluate and deploy processes and technologies that allow our clients to fully comply with directives from government, finance and health care authorities.

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▶ The Client's Business Problem

The Guardian Life Insurance Company of America, New York, (Guardian) is the fourth largest mutual life insurance company in the United States. Over the past few years, Guardian invested in many new financial services applications, most of which ran on dedicated servers. This resulted in a large and complex environment that became difficult to manage with significant operating costs. Guardian partnered with GTP to achieve the following objectives:

- 1) reduce costs by consolidating applications onto a fewer number of servers, which would lessen overall support costs,
- 2) centralize storage resources and eliminate “pockets” of storage that were under-utilized, thus increasing efficiency and creating an environment that was easier to manage, and
- 3) tie consolidation initiatives to Guardian’s plan to relocate its primary data center to a new location outside of New York City

▶ The Technical Challenge

Prior to the consolidation effort, Guardian had approximately 500 Windows NT-based servers and 300+ UNIX-based servers. Guardian’s goal was to reduce the number of servers by 40-60% during the relocation and consolidation. Guardian also wanted to reduce server support staff by 60% by the end of 2002.

▶ Why GTP

GTP’s IT Infrastructure Consolidation Solution offered Guardian a comprehensive suite of services to ensure the success of their consolidation and relocation initiatives. GTP was able to leverage its experience in the areas of business analysis, technology audits, information security and project management as well as specific technical expertise in operating systems, servers and storage area networks.

▶ How GTP Solved The Problem

GTP initially performed a security and network assessment to determine the gaps and vulnerabilities that would need to be addressed during the consolidation effort. The recommendations from that assessment, along with GTP’s in-depth knowledge of Guardian’s business requirements and operational environment, resulted in a set of clear strategic and tactical steps necessary to achieve the desired cost savings. At the start of the consolidation and relocation effort, GTP took over operational support of the Guardian systems and security administration; this allowed Guardian to immediately reduce its support staff by 30%. GTP then developed a project management “dashboard” that helped Guardian management understand, track, and monitor weekly progress during the project. GTP was also able to leverage its partner relationships with hardware vendors to evaluate potential product solutions.

▶ Net Result

Even while Guardian’s consolidation effort continues to date, the client has achieved a 29% reduction in full-time support staff costs. “We are extremely pleased with the immediate cost-savings we’ve been able to achieve by working with GTP on our server consolidation and data center relocation project,” said Dennis Callahan, Senior Vice President and Chief Information Officer of Guardian. “GTP brought the right skills and experience to this project to make it a success.”