



ATM/Kiosk Management

Server Management › case study

Mobile Device Management

Retail Management

# Case Study - Server Management – an example of a European Insurance Company

## Complex server management in a heterogeneous environment

Today's server environments are heterogeneous, distributed, and complex. Continual changes in business processes and constantly evolving technologies have given rise to dynamic server environments that are increasingly hard to manage. In practice, the demands on the IT infrastructure are always changing. Updates, release changes, or security fixes are a daily occurrence.

IT departments must carry out a large number of recurring tasks on thousands of systems simultaneously. With the increasing diversity, administration of these devices also demands more and more resources. The solutions implemented for device management must be flexible, in order to keep pace with these constantly changing demands.

## The Customer

The customer is a large European insurance company. Their responsibilities include, among others, the clarification of insurance accounts and the organization of contributions and reimbursements. The customer takes care of approximately 24.1 million policyholders.

## The Challenge

The core job of the customer is providing technical support for prescribed legally required procedures and business processes, as well as enabling the processing of cases. These tasks should be performed optimally at all times.

Currently, the customer's main challenge is to ensure required cost savings while simultaneously increasing effectiveness.

Due to the expected magnitude of economic loss in the event of a system failure affecting a large number of employees, those persons responsible place great importance on stability and security of the software tools used. This stability must not only be guaranteed over the different software versions, but also in conjunction with the in-house system.



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These specific conditions and the long-term nature of the tasks for the customer necessitate that a variety of in-house developers both create and support specifically required software. The in-house release procedure regulates and automates, in detail, the processes in software management.

The customer expects a system that works error-free at all times. Accordingly, the frame for maintenance work or software distribution is very tight. The regional offices are linked via data lines with varying bandwidths.



The following factors are crucial for the customer:

-  Revision security
-  100% availability during business hours
-  Ability to integrate the system with existing businesses processes
-  Rapid support response in case of problems

## The Solution

Together with the customer in 1995, ASDIS began the initial project for implementation of the automated software distribution. Along with stability and security, the long-term compatibility of the software tool was, and is, vitally important for the customer's IT experts.

Without any problems, each program update was able to fit into the existing complex system, with many of its own in-house developments, as well as to the interface and specific requirements of the company's IT. In this way, a wide variety of programs have been developed to interact with ASDIS, functioning smoothly even after each version update.

-  **High degree of integration**  
The software is deployed at the site of the customer through an in-house release procedure. This stores information, such as feedback from ASDIS, in its own database which is accessed by other processes. In this way, ASDIS is seamlessly integrated into the company processes.
-  **Time saving through modeling**  
Especially in the software installation process, there is the potential for enormous time savings. Through modeling of software (e.g. describe dependencies on other software), many time-consuming individual steps can be combined into one single step. For example, a component (consisting of 3,000 individual files) is distributed with approx. 10 additional components.



- ✓ **Bandwidth control**

For better utilization of the available bandwidth, the customer uses the bandwidth control in ASDIS. This makes it possible to distribute software even during the day, and also to keep sufficient bandwidth available for other applications when data lines low transmission capacity.
- ✓ **Protection against manipulation**

Protection against data manipulation is an extremely important point for an insurance company. The customer intensively tested the encryption and security mechanisms provided by ASDIS and closely scrutinized how the ASDIS-software behaves in different cases of manipulation. As a result, the administrators determined that with ASDIS it is impossible to distribute manipulated data or software. ASDIS recognizes manipulation through checksums and provides a vital contribution for safeguarding the software distribution process at all levels.
- ✓ **Load balancing through cascading**

The adaptability of ASDIS to the existing network was crucial for the customer. Therefore, they chose a cascaded installation of the ASDIS infrastructure elements. In this way, the existing network can be optimally utilized and overload situations can be expediently prevented.
- ✓ **High availability and constant flexibility**

Software rollout (or deployment) occurs strictly through an approval procedure. Since a system failure can lead to incalculable financial consequences, those parties responsible place the utmost value on the stability of the software tools employed. ASDIS ensures maximum stability and optimal interaction with the in-house system at all times.

## Conclusion

ASDIS contributes significantly to the increase in security during the entire software-release-procedure. Quality characteristics such as revision security and stability of the software-management-solution are crucial factors for the customer. ASDIS enables the system administrators to obtain a reliable view of the status of their system landscape at all times and to quickly intervene whenever necessary.

In addition to its key functional aspects, the employment of ASDIS pays off by achieving an increase in productivity. In a daily routine often dictated by a multitude of factors, enough time remains to both keep the essential factors in view and tackle future tasks with security.

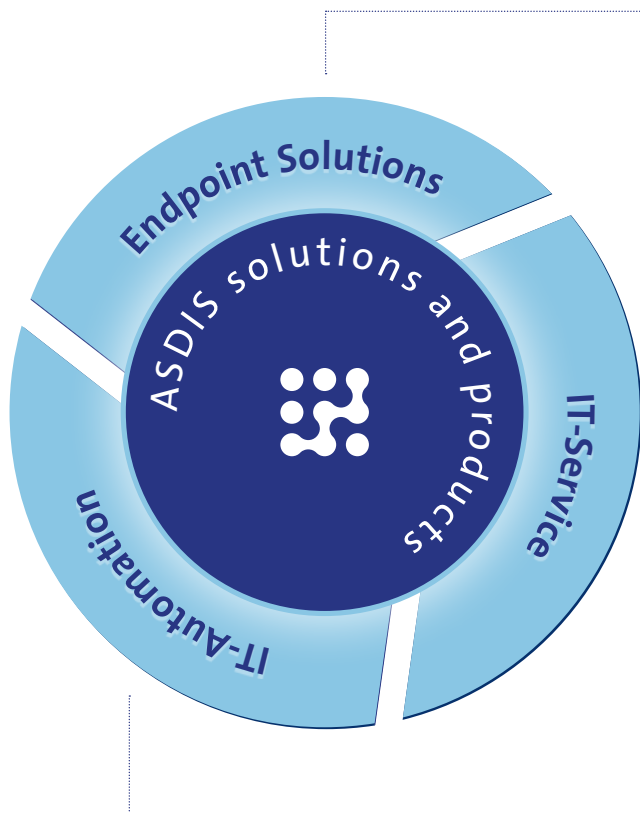
### Advantages at a glance:

- ✓ Management of IT systems with nearly every operating system
- ✓ Best possible protection against attacks and manipulation, through SSL encryption
- ✓ Reduction of cost for updates and security upgrades
- ✓ Time savings through automation and consolidation of single tasks
- ✓ Bandwidth control
- ✓ Management of hardware and software information
- ✓ Quick integration in existing infrastructures
- ✓ High stability at very low resource consumption
- ✓ Multiple interfaces for the transfer of data to other applications

### Your Benefit

- Centralize life-cycle management
- Optimize processes
- Utilize platform variety
- Expand flexibility
- Increase availability
- Guarantee security

# ASDIS solutions and products – at a glance



## Endpoint Solutions

- ▣ Operating System Management (OSM)
- ▣ Software Management (SWM)
- ▣ Mobile Endpoint Manager (MEM)

## IT-Service

- ▣ Information System (Monitoring) (AIS)
- ▣ Advanced Inventory (AAI)
- ▣ Extended Financial Service Integration (XFS)

## IT-Automation

- ▣ Workflow Management (AWE)
- ▣ Webservice Integration (AWS)
- ▣ XML Integration (AIF)

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