

# CASE STUDY

A one-stop-shop solution serving the business



Struggling with an aging IT infrastructure, Baloise set out to find a new single provider capable of offering an integrated, high-performance, and secure solution that covers all its technological needs and meets its operational expectations, in a one-stop-shop mode.

As one of the leading insurance companies in Luxembourg, Baloise faces major challenges, including digitization, cost control, and customer satisfaction. To address this challenge, the company will move to its new headquarters in Leudelange in December, a more modern and functional building called Wooden. This move was seen by Baloise as an opportune moment to renew its entire IT infrastructure and technological solutions that support its business. "When maintenance costs outweigh the costs of renewal, the decision to renew your infrastructure becomes obvious," explains Jean-Philippe Quin, IT Operations Manager at Baloise in Luxembourg. "So, we seized this opportunity to sit down and define the new IT environment we wanted to put in place. We wanted to make sure we made the right choices by opting for an infrastructure that is easy to maintain, high-performing, and operational for many years, with the right balance of quality and price."



## A "single vendor" approach

The aim of this project is to update the infrastructure in terms of storage, IT tools, and network to radically simplify the platforms used while addressing capacity, performance, and total operating cost issues. Instead of multiplying and assembling heterogeneous solutions, each managed individually, Baloise quickly turned to a "single vendor" approach. "This solution allows us to focus on serving the business rather than serving IT for IT's sake. In other words, we wanted to relieve the IT teams of infrastructure management and operations so they could directly apply their skills to development teams in a DevOps approach, as well as to business teams."

To provide the best experience, both to internal teams and end customers, the main challenge for the IT teams is to reach the level of the largest global technology players. "We are constantly questioning ourselves to enable operational teams to consume services in the same way they would in the public cloud.

And for that, the infrastructure needs to become a completely abstract and invisible layer, something you don't even think about. Infrastructure becomes a consumable that needs to be made available to teams creating added value, particularly those involved in development, providing platforms, mobile applications for customers, and also for our internal users, to offer them a high level of performance and reliability. That's where the whole challenge lies."

## Open and Constructive Exchanges

To achieve this goal, Baloise embarked on a selection process, both for hardware and services providers. "Among the actors we met, Telindus came with the right technical platform and expertise. The approach was very human, with a great capacity for the supplier to align with our IT teams. One of the points that impressed us a lot was the immediate invitation of the solution provider, Dell in this case, to participate in the discussions. In all the exchanges we had, we were not simply facing an integrator, but we found this balanced relationship between the manufacturer, the integrator, and the client. We had completely open exchanges, and the process was extremely fast. The simple fact that everyone was sitting at the same table, constantly caring about each other's needs, was highly appreciated. On our side, as a client, we were completely transparent about our various constraints, which are operability, budget, project lifespan, and our strong desire to rely on a one-stop-shop and no longer have to juggle between different suppliers."

## Many Challenges to Overcome

Today, the project enters an implementation phase. There are still numerous challenges for Baloise in Luxembourg. "In the very short term, we have very strict delivery dates to meet, considering technical elements such as the end of maintenance on our current equipment, but also operational aspects, with the installation of teams in our new building," notes Jean-Philippe Quin, whose longer-term challenge is to improve time-to-market. "The insurance sector is an extremely competitive industry. When the company decides to deliver a new product or a mobile application to facilitate human interaction, we must be capable of delivering the desired platforms, the services that enable the provision of these solutions as quickly as possible. We must also be able to support innovation, in a continuous improvement approach. As an IT service, on the infrastructure and operations side, we are at the end of the chain, but we are the crucial point on which everything depends."

# DISCOVER THEIR STORY



"We wanted to relieve the IT teams from managing infrastructures and operations so that they could directly leverage their skills for the development teams."

**JEAN-PHILIPPE QUIN** - IT Operations Manager