

## Customer Success Story

# ST PAULS TRAVELERS

### St. Paul Travelers Secure Business Continuity with virtualised infrastructure

Virtustream Designs and Implements true systems agility with a business continuity solution utilising Virtual Infrastructure.

St. Paul Travelers is a member of The St. Paul Travelers Companies Inc., - a worldwide property and liability insurance organisation founded in 1853 in Saint Paul, Minnesota, USA, which has assets worth around \$113 billion and achieves consistently high independent credit ratings for its financial strength and ability to pay claims. In the UK, St. Paul Travelers provides property-casualty insurance for selected industrial, institutional and professional sectors and a range of highly specialist commercial and personal lines insurance products.

Matt Barlow, UK Technical Development Manager, had three key business challenges that he needed to meet;

- 1. To move to the US parent company infrastructure that involved migrating servers from Windows 2000 to Windows 2003 and required an automated rapid server build**
- 2. The existing data centre had insufficient space and the servers were not being utilised to full capacity**
- 3. A self sufficient business continuity solution between his two UK sites (London and Redhill) was required**

As an existing long term customer of virtustream, Matt had been introduced to VMware solutions and so embarked on a pilot project to prove the concept of virtualisation within his company.

The first stage was to establish what was actually feasible to be delivered with the technologies that were available today, commenting on typical industry responses Matt stated, "Too many suppliers concentrate on what is promised tomorrow, whilst leaving the customer limited by functionality today, I needed future functionality, but I needed it now, and most importantly I needed it to be dependable."

"With the virtual infrastructure that virtustream have designed and implemented at St. Paul Travelers, both flexibility and scalability have increased dramatically along with up time. This has also resulted in a significant reduction in the number of man days required each year to support and maintain the physical server environment."

Matt Barlow  
UK Technical Development Manager

#### Results

- Dynamic system failover delivering true business continuity between physically separate locations
- Reduction in IT estate
- Reduction in support and maintenance costs
- Centralised administration
- Improved customer satisfaction
- Rapid deployment of new servers
- Increased up-time of servers

herefore the two companies worked in conjunction to build on the established principle of SAN to SAN replication delivering the storage requirements in a virtual presentation to servers that were also delivered virtually, all wrapped in the established and well practised systems management solution that was monitoring the current systems.

Matt said, “Virtustream had the experience in the product set but most importantly the well grounded and practised design skills to maximise the feature set whilst minimising the limitations. We now have a solution that provides the next level of functionality that most other companies are waiting for in a solution that is proven and in place.”

The proof of concept included full provision testing of the Storage Area Network and its virtual presentation through to the virtualisation of the servers delivering the Websphere environment and culminated in the dynamic failover of virtual servers operating in one site over to the other data centre over 50 miles away.

Matt comments, “The failover, ease of use and rapid deployment of servers was extremely well received by the Websphere team. The only challenge with the deployment was to convince the team that by no longer having physical hardware they would get a better service from my department!”

Having proved the success of the pilot, Mr. Barlow embarked on virtualising the remainder of his server environment. The main benefits of his virtual infrastructure are:

- The ability to provide business continuity to applications and business units due to the underlying agile infrastructure environment.
- Rapid deployment of automated server builds
- Support, maintenance and environmental savings; reduction in space as well as air conditioning and power requirements
- A cost effective disaster recovery environment. Using VMware and a SAN to mirror guest OSes there are no issues regarding “like for like” hardware. Likewise he can rapidly clone the lab environment for testing before going into production as this provides a “like for like” testing platform.

Overall, Matt is very satisfied that the design and implementation from virtustream has met, and indeed exceeded, his business requirements.

“Virtustream manage to deliver that difficult blend of being both inventive and innovative with the need to be practical and dependable, it is a mixture that is all too rare in the IT services marketplace.”

Matt Barlow,  
UK Technical Development Manager, St. Paul Travelers

#### **VMware ESX Server at Work**

- ESX Server on a combination of 14 x IBM x445 and x460 running up to 240 Virtual Machines
- Guest operating systems: Microsoft® Windows® 2003 and Linux
- Monitoring of core services and action plans to instigate dynamic failover.
- Applications running in virtual machines:
  - Microsoft SQL server
  - Lotus Domino
  - Websphere
  - Tivoli Framework
  - Jacarda (an AS400 application tool)
  - DB2
  - FileNet
  - File and Print services

For more information:  
St Pauls Travellers  
[www.stpaultravelers.com](http://www.stpaultravelers.com)

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