



## Overview

Founded in 1961 and headquartered in Los Angeles, the client is a multiple-line insurance organization which offers an array of insurances, including personal liability, automobile, homeowners, renters, and business insurance. With assets in excess of \$5.9 Billion, the client employs 4,000+ people and has more than 9,400 independent agents.

## Business Challenge

The client wanted to take faster, analytics-based business decisions. They were looking for a solution that could scale their data warehouse platform and address performance issues arising due to the complex ecosystem of Hadoop and Netezza platforms. Key challenges faced by the client included:

- Poor end-user experience due to inconsistent incident resolution times
- Ineffective resource bandwidth management due to lack of automation in monitoring applications
- Low application availability due to lack of seamless round-the-clock application support, inefficient and slow build and deployments

## Solution

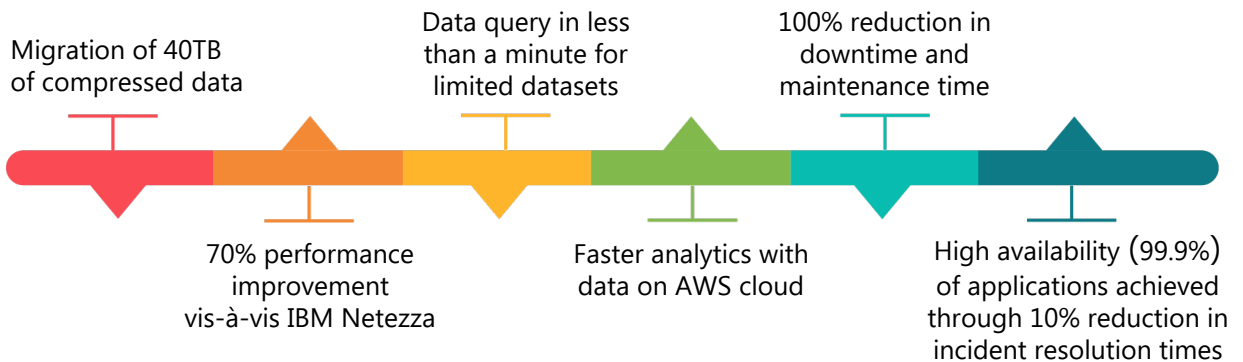
Microland enabled data migration to cloud, application monitoring and application management capabilities of the client's business-critical core insurance applications. The key objective was to monitor and manage real user experience, application performance and response time, infrastructure, and cloud environments. Our solution approach included:

- TCO analysis of multiple solutions that optimize the output such as license reuse, right-sizing storage by data type, and usage, cloud migration associated cost savings etc.
- Migration of existing IBM Netezza data warehouse and Hadoop to AWS Redshift and AWS Data Lake respectively. This helped the customer reduce license cost and EOL for Hadoop, and address scalability and performance issues in the current environment
- Designing an orchestrator workflow to continuously monitor and provide workarounds for application related issues
- Constantly measuring application performance, availability, and user experience to proactively identify and resolve application issues and minimize impact on customers
- Creating an efficient automation-based DB refresh solution which helped streamline reporting and governance

## Benefits Delivered

Microland provided seamless round-the-clock application support along with efficient and agile build and deployments which led to the improved customer experience through proactive monitoring. Overall, this engagement provided our client with reduction in application operations costs through the implementation of Automation.

## Outcomes



## Customer Testimonial



*Microland is assisting us with the migration to AWS for business intelligence and data science apps along with environment support. They have proven to be an excellent partner with the expertise in the technical support that they have been providing.*

**– Director, Systems Engineering**



Microland is “Making digital happen” – allowing technology to do more and intrude less. Our solutions for Cloud and Datacenter, Networks, Digital Workplace, Cybersecurity, and Industrial IoT make it easier for enterprises to adopt NextGen Digital infrastructure. Microlanders throughout the world ensure this embrace of digital brilliance is predictable, reliable, and stable. Incorporated in 1989 and headquartered in Bengaluru, India, Microland has more than 4,500 digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East, and North America.

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