



ITAS Assicurazioni company embraces Cloud Computing to acquire better reliability, flexibility and sustainability.

Goal

500 workstations to virtualize between the headquarter and the claim settlement offices

500 PCs to migrate to thin clients

Business Continuity Service and datacenter to be externalized in Dedagroup Cloud infrastructure.

Challenge

A complete services and datacenter outsourcing

A migration of around 500 employees to virtual desktops

A centralized management of the endpoint solutions

More flexibility, by maintaining system control and solidity

More savings, innovation and efficiency

“Virtualization is: office aesthetics, freedom of movement, high performances, software upgrade, no need for extra support and low management costs.”

Marcello Finocchiaro- CIO ITAS Assicurazioni

Since 1821, ITAS is the oldest Insurance Company in Italy and one of the best 14 on a national level. Its insurance policies cover vehicles, homes, people, social welfare, savings and companies.

ITAS is a solid and reliable group with 194 years of history, more than 700000 insured people, 1.2 millions of policies issued and 400% of solvency index. ITAS gives a lot of importance to Corporate Social Responsibility (CSR), in particular to sustainability, which is one of the key concepts in Cloud Computing.

The recent green economy concept is clearly supported by ITAS through innovative and eco-friendly car sharing politics (7400 Km travelled by employees), computerised information (around 1 million with paper savings up to 70%) and the most recent introduction of the graphometric signature.

It is in this frame of economic and energetic savings and global efficiency that the project of technological externalisation and desktop virtualization started, in 2011.

Towards a better innovation and reliability

In 2011 ITAS started a technological infrastructure externalisation project with the aim of achieving a better flexibility, continuity and costs and services optimization.



ITAS Assicurazioni headquarter in Trento

The great challenge for ITAS was the forthcoming move of about 300 employees in the new headquarter in Trento and the migration (with full transparency and fluidity) of 200 employees of the claim settlement offices to the new Dedagroup S.p.A. Cloud infrastructure. All of this with the goal of lowering IT and energetic costs and find a better sustainability, in line with ITAS innovative green politics.

Two have been ITAS leading elements:

1. The absolute simplification during offices move, with the lower inconvenience possible.
2. A complete service reliability and punctuality, flexibility, but also fast maintenance.

Simplification in offices move

The year 2012 meant for ITAS the first step towards externalization and virtualization of its data, services and datacentre to Dedagroup S.p.A. Cloud infrastructure. Being the first virtualization experimental project and in the need of not disorienting clients with drastic and sudden changes, PCs remained the main Cloud access devices.

This first approach to virtualization, by limiting the access to PCs local resources, introduced users to the VDI working experience, by helping them getting used to

applications and remote resources, in view of the future headquarter move in January 2014.

During fall 2013, before to move, the total number of PCs that were using a virtualization solution counted 300 users in the old headquarter and about 100 disseminated around the Nation in the branch offices.

But PCs didn't allow a total, central and flexible management, as ITAS CIO Marcello Finocchiaro expected. Patching manual activities and antivirus updates continued to come out and limit the efficiency standards the project expected to achieve. It also highlighted the urgent necessity to adopt 'thin' and flexible solutions.

Reliability, punctuality and flexibility

At the end of the first migration and move phase, in February 2014, numbers highlighted a great success: 500 virtualized workspaces and the full services and data move to Dedagroup Cloud. Rare and isolated cases still required powerful local resources on 'fat' technologies (PCs) to use specialized software in order to respond to specific needs.

In this global solution frame, ITAS achieved great saving benefits and efficiency, by maintaining a high level of flexibility and interoperability for Dedagroup in providing its services.

The VDI project, after an accurate POC (Proof of Concept), saw the final implementation of technologies like VMware Horizon 5.2 for the central offices (Trento, Milano and Genova) and VMware Horizon 6.2 for the branch offices (absorbed after the acquisition of the Italian branch offices of RSA group - Royal & Sun Alliance Insurance e Sun Insurance Office). In order to complete VMware VDI solution and to reach a 'thin' and easy-manageable solution, a lot of applications used by the group have been organized through ThinApp

solutions. This solution allowed Dedagroup to drastically reduce Master images from 50 to 3 by organizing the leftover applications via ThinApp and considerably simplify all management costs.

Solution

Business Continuity Service provided by Dedagroup (Roma office)

A complete services and datacenter outsourcing in Dedagroup Cloud infrastructure (Trento headquarter)

Adoption of VMware View Horizon

Adoption of Praim ThinOX and WES7 thin clients

Remote and centralized management through Praim ThinMan Console

Operative with a single Login

"Virtualization allowed our users to live valuable and qualifying experiences in order to better work today and above all, tomorrow" says Marcello Finocchiaro, ITAS CIO.



Marcello Finocchiaro
CIO
ITAS Assicurazioni

Mobility and 'follow me printing' are among the most corroborative concept in this VDI project. Benefits are known, above all among headquarter's collaborators: in case they need to travel or work in a branch office or simply change workstation inside the same building, their virtual desktop follows them.

Taking the mobility concept to the extreme of its potentiality, commercial agents who travel a lot, can have access to their virtual desktop through smartphones, tablets or laptops as they would access from their thin clients.

Praim thin client technology allows a limited interaction between the user and the device and local operating system, by optimizing working hours and making them more productive, and simplify IT Manager work towards users and devices. An essential element in thin client technology is the management software.

Thanks to Praim ThinMan management console, costs and installing time simplify and decrease. as well as devices configuration. Automatic updates, remote support and management profiles free the IT Manager and support team from all the complications and duties part of the PC and 'fat client' world.



Thin & Zero Client Praim devices

Costs optimization and Green Economy

In this general virtualization and outsourcing context, Praim 'thin' project perfectly integrates in ITAS optimization, simplification and sustainability frame.

Thanks to thin client devices and Praim ThinMan software solutions adoption, it can be achieved:

1. A complete separation from the usual PC management logic and local troubleshooting.
2. A versatility increase, so faster and more flexible installation of new units.
3. A simplified video and required peripheral devices remotisation.

ITAS final results are positive and improving: costs reduction, energy savings and less CO2 emissions. The simple passage from PC to thin client translated into an energy saving up to 40 €/year per device.

These are important savings for any company, but in ITAS specific case, with 500 thin client installed, the annual saving is in the amount of 20000 €.

A collaboration based on trust and human relationships

ITAS is a company that widely gives value to human relationships with the entire community of associates and employees.

It is starting from this essential concept that the research and selection of ITAS suppliers focused on small companies that could provide the right union of reliability and flexibility.

Having in mind a collaboration based on trust and product knowledge, Praim and Dedagroup partnership won.

Praim, a local leader with a European footprint

Praim is a company based in Trentino (Italy), leader in the Italian market since 30 years. The territorial proximity together with the deep technical and commercial knowledge of both products and market have been of primary importance for ITAS in order to select a reliable and competent partner.

Praim ‘thin’ organization, compared to competitor’s, provided that flexibility and ability to support the client in the development of an innovative project such as ITAS’.

In order to meet ITAS necessities, Praim could count on three successful key points:

- 1. A native software to simply and effectively manage the ThinOX and WES7 devices estate.
- 2. Worthwhile, fast and customizable devices that could 90% meet users’ needs (specifically, Compact Dual Core C9050 with ThinOX firmware).
- 3. A part of devices (the leftover 10%), reliable and more flexible, in the management of peripheral devices as printers and USB devices (specifically, Compact Dual Core C9700 Windows Embedded Standard 7).

The possibility to adopt a mixed ThinOX and WES7 solution was made possible by the powerful ThinMan management software that provided a better automatization and improved administration and support of all devices, meeting the heterogeneity of company needs and the specificity of each user.

Looking to the future

ITAS case translated into a great success for all the parts involved that, still today, undergo a strong collaboration also with an eye on a future expansion.

After the most recent acquisition (December 2015) of RSA from ITAS, there is already the project to implement 300 additional virtualized workspaces for the central offices in Milano and Genova, where a Praim thin clients installation will follow.

The acquisition will bring also a big territorial expansion in the centre-south area of Italy and the reinforcement of the mediators’ network in the centre-north area (about 3000 virtual desktops).

Results

- Better system reliability and flexibility
- Costs and services optimization
- Availability extension
- Economic and energetic savings

For further information

Praim Srl
Via Ezio Maccani 191 - I-38121 Trento - Italy
T. +39 0461 420 517 F. +39 0461 420 581
www.praim.com - info@praim.com