

TRANSPUTEC STEERS CHUBB INSURANCE THROUGH WEBSPHERE MIGRATION



THE CLIENT

Chubb Insurance Company of Europe SA is a member of The Chubb Group of Insurance Companies, one of the world's leading insurance organisations. Founded in 1882, the company has 25 offices in 11 countries, including eight offices in the UK and Ireland.

Chubb Insurance is known for providing specialised insurance programmes to individuals and a wide range of businesses through independent brokers. Chubb has an innovative approach to insuring a diverse range of businesses around the world. It offers broad cover, often not available elsewhere, on either a mono-line or package basis. It provides cover for domestic and multinational organisations and has developed products and services to meet the needs of specific industries.

Chubb Insurance's Masterpiece personal insurance programme for homes, valuables, motor, travel and personal liability is considered by many to be the market leader.

THE BUSINESS CHALLENGE

Chubb Insurance needed to migrate its UK and Europe IT operations from a WebLogic platform to IBM WebSphere to fit in with the global corporate standard.

"The rest of world was already using WebSphere, with only Europe retaining a WebLogic environment," explained Martin Hague, IT Infrastructure Manager - Europe, Chubb Insurance.

OVERVIEW

The need

Chubb Insurance needed to smoothly migrate its UK and Europe IT operations from a WebLogic platform to IBM WebSphere to fit in with the global corporate standard.

The solution

In the absence of sourcing a suitable employee, Chubb Insurance seconded a Websphere-savvy consultant from Transputec for a period of seven months, who then helped the company to find a long-term in-house solution.

"Unable to recruit a new team member with the right skills, we knew that IBM had the skill-set to smoothly achieve the transformation, but also realised that this would be a very costly route.

"Putting the contract out to the market," continued Martin, "we were very impressed with the offer from Transputec, and having found them to be a good supplier in the past, were confident they would respond well to the challenge.

"Chubb Insurance had a resource issue with its WebSphere migration." said Transputec consultant Steve Robinson.

"The marketplace didn't seem to be able to offer any suitable candidates for an in-house position. So Chubb Insurance appointed me to work fulltime alongside the in-house team until the new infrastructure was designed and applications began to be deployed to the new platform." he added.

THE SOLUTION

The transition was achieved in a couple of steps: from a given point of time, all new applications were written for WebSphere and as existing systems came up for rewrites, they too were migrated.

"After almost seven months, the migration programme still has a year-and-a-half to run," said Martin "and it is by no means an overnight process. But Transputec has set high standards that we will now continue to uphold in-house."

Chubb Insurance initially contracted Transputec consultant Steve Robinson for three-months and a further three-and-a-half-months later, Steve is finally performing a handover. The handover is to a new Chubb Insurance employee, who Steve actively helped to recruit.

"We've had to have a bit of a 'suck it and see' attitude to timescale on this project because as the client company had no in-house WebSphere knowledge, its expectations about the migration process had to be carefully managed from day one," said Steve.

The benefit

- Consultant hit the ground running.
- Chubb Insurance already had a strong existing relationship with Transputec as a value-added supplier.
- High standard now set for Chubb Insurance to maintain.
- Transputec consultant seamlessly integrated with in-house team.
- Excellent communications at the core of the success.
- Trouble-shooting skills proved vital.
- Seamless handover achieved.

During his nine months with Chubb Insurance, Steve set up all process, documented directions and designs, worked with the development teams to ensure they knew what was happening, carried out fault-finding and worked on WebSphere environments to ensure compliance.

THE BENEFITS

"Steve has fitted in and worked as if he was a member of staff," said Martin. "He's fully integrated into the team and joined in accordingly. He's made many friends as well, who I'm sure he'll stay in touch with for years to come."

"Chubb Insurance needed someone who could hit the ground running, and this is exactly what we were able to provide," said Steve.

"Absolute expertise and excellent communication skills are the strongest part of our offer," explained Steve. For nine months we have brought a strong sense of direction and expert recommendations to the Chubb Insurance IT team."

Steve continues that being able to communicate effectively with all departments - technical and managerial - is vital in a project of this size and complexity. Trouble-shooting was another fundamental component of the skill portfolio that Transputec brought to its client.

"The first time we had an application in WebSphere which had been written and developed within WebLogic it wouldn't run," explained Steve.

The code was J2EE compliant and Java should run on any Java server, continued Steve, but there are always nuances and during his time with Chubb Insurance, the consultant ironed a large number of them out.

"I have also trained the Chubb Insurance developers in how to install and configure applications for the new platform and have taught them the 'Java colloquialisms' they need to understand to ensure total compliance," he added.

Customer feedback

"I can honestly say that Transputec has never delivered anything other than an all round decent performance and good advice."

"Transputec has set high standards that we now need to maintain."

Martin Hague, IT Infrastructure Manager - Europe, Chubb Insurance

Prior to the start of this contract, Transputec was known to Chubb Insurance as a value-added supplier of IBM equipment and for its Citrix and IBM blade technology consultancy and had built up a good relationship over a period of three years.

"We were aware of the diversity of services that Transputec could offer and having found them a good supplier and contractor, were keen to push their consultancy muscle," said Martin. "This project allowed Transputec to more than prove its worth and I can honestly say that they have never delivered anything other than an all round decent performance and good advice."

THE PEDIGREE

Since our inception in the mid-1980s, Transputec has had the trust of Britain's foremost IT users, including the Ministry of Justice, Samsung, Danone, Camelot, Chubb Insurance and DP-DHL/ Williams Lea to name but a few. Vertical sector experience covering banking & finance, media, third sector, technology, retail, SMEs and health care adds further value to IT users in the form of industry-specific knowledge.

The human component

The pace of change in ICT is so fast that what was cutting edge technology just a few years ago we now need to refer to as *traditional IT* in order to differentiate it from what we're doing today and tomorrow.

Among the **Managed Services** offered by Transputec are Remote Infrastructure Management, Always On Helpdesk Support, and IT Outsourcing.

Please visit <http://www.transputec.com/it-support-service/> for more information.

A business like Transputec is as much about its people - their experience, customer-focus and expertise - as anything else. From initial assessment to delivery of turnkey solutions and day-to-day customer care, these professionals take solutions from Transputec's hardware, software and professional services business units and ensure they're a perfect fit.

Throughout our supply chain we have exceptional relationships with the world's premier hardware and software brands, giving us a competitive edge to make everything from economies of scale to mission-critical architecture judgment calls.

ENVIRONMENT AND CORPORATE RESPONSIBILITY

While Transputec might well be said to have its head in The Cloud, our corporate feet are firmly on the ground. Our Green Data Centre in Iceland boasts impeccable eco-credentials that embrace natural free cooling up to 24kWh and zero carbon footprint.

One of the biggest power consumers in any business is the hosting of their IT equipment. It runs 24/7/365 consuming vast amounts of power – every business needs to look for ways to deliver Green IT.

For a comprehensive guide see <http://www.transputec.com/green-it/>

TRANSPUTEC

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