

Case study

BS2000/OSD provides business continuity for WWK

»Working with Fujitsu was ideal. If I had to do it all over again, I would choose Fujitsu.«

Uwe Wieczorek, Systems Administrator, WWK



Fujitsu solution supports growth at WWK

Providing privately for the future is becoming more and more important and it is no coincidence that WWK chalked up double-digit growth last year. WWK has been a leader in variable life insurance for decades. The company is also a major player in the field of property insurance, something approximately one million customers have grown to appreciate. Extraordinary growth, however, has been accompanied by several challenges for the IT systems and their availability. Late in 2010, it was time to make a decision. The Fujitsu concept, featuring two BS2000/OSD S175 business servers that alternately shared productive tasks, convinced WWK. The first server went into operation in early 2011.

Four main specifications in one fell swoop

Speaking in favor of a new solution was the need for additional computing power, plus the fact the service contract for the previous backup concept was about to expire. The new solution had to meet no fewer than four major specifications. Aside from high performance, the project heads wanted to be able to automate their model for protection against catastrophic events. They also wanted to dispense with manual procedures, such as the need to manipulate cabling. Still another objective was to have an identical configuration for both the productive system and the disaster-recovery concept, something that necessitated the introduction of uniform performance classes. Finally, WWK wanted to be able to continue using existing applications and infrastructures.

Simple switchover

The solution consists of two identical BS2000/OSD S175 business servers located in separate fire danger zones. Each one performs productive tasks for six months of the year, followed by another six months providing disaster-recovery service. The switchover usually takes place on a Saturday. Thanks to the identical configuration and performance category, the procedure takes only an hour - there is no other downtime. Administrators perform maintenance work during the phase in which the computer is standing by for disaster recovery. That way, they can dispense with the usual test runs for emergency switchovers as each system has to prove itself every six months. In addition to the two systems, the solution comprises a maintenance and support contract that includes the following services: proactive hardware service, health check, performance analysis plus maintenance and updates of the software versions.

The Customer

Country: Germany
Business: Insurance
Founded: 1884
Insured sum: 40,200 m Euro
Web site: www.wwk.de



The Challenge

WWK's infrastructure demands continuity, low cost and optimum backup in case of a catastrophic event. The staff of approximately 1,200 at WWK headquarters expects a powerful system capable of supporting operations without interruption.

The Solution

WWK opted for two powerful Fujitsu BS2000/OSD S175 business servers. The solution is extremely low maintenance and it is highly available. Switching servers takes less than an hour, and administration time has been cut to around two to three hours a day.

Customer Benefits

- Business continuity - existing applications can continue to run, allowing for maximum use of existing know-how
- A higher degree of automation for the disaster recovery model
- No additional effort necessary for securing data, modifying network structures or integration into the company's existing IT
- Optimized Total Cost of Ownership (TCO): administration only takes two to three hours per day, energy use cut by 20 percent
- Greatly reduced switchover times - one hour every six months; switchovers take place without interruption or user modifications

Products and Services

- Two Fujitsu BS2000/OSD S175 business servers with the latest BS2000/OSD V 8.0 operating system
- High-speed Net Connect (HNC), ETERNUS CS, Symmetrix DMX
- Advisory services and a disaster recovery plan
- Maintenance and support service contract
- Guaranteed high service levels thanks to high systems availability, remote and on-site services
- Consolidation of all costs into one Fujitsu rental contract for greatly simplified administration

Business continuity and investment protection with minimum effort

What WWK liked about the Fujitsu solution was its high availability. Still another plus was the fact that the configuration that Fujitsu suggested guaranteed continuity since it is based on previous investments in infrastructure and applications. The same applies to the know-how that had accumulated within the company over the years. Moreover, the launch did not entail any additional expenses for securing data, adapting network structures or performing complex integration into the existing IT structure. The benefits also become apparent in daily systems administration: it is limited to two to three hours each day. Switchover time amounts to no more than one hour every six months - outside of business hours.

First one, then the other

The first server was already in service in late February of 2011 with the second one following in early April. Then came the moment of truth as Number One handed off the baton to Number Two. There was no need to worry, though: Everything went according to plan and the switchover proceeded without a hitch. Users didn't even notice anything out of the ordinary because the switchover occurred on a Saturday, outside of business hours. In fact, nothing at all in the BS2000 routine had

changed for the WWK staff and affiliated brokerages - aside from the fact that they now had more computing power at their disposal and could expect a greater degree of availability.

To keep performance high, Fujitsu conducts monthly performance analyses on the mainframes and on such peripheral systems as storage, ETERNUS CS, and network connections. The results of these analyses become the focus of regularly scheduled service meetings with WWK, assuring that the client constantly has the latest facts upon which to base a decision.

The right choice

Looking back, WWK feels confident with its decision. The solution is extremely low maintenance; the semiannual switchover between the two business servers has proceeded without a hitch and, what's more, operations have become all that more secure. A rapid disaster-recovery concept superseded the old cold-standby computer. The Fujitsu solution cuts costs overall and represents the most advantageous conceivable alternative.

WWK has plans to refine its concept. Next year, they want to change its ESCON (Enterprise Systems Connections) to fiber channels. WWK intends to be ready to meet the future - in case peripheral devices such as disk subsystems necessitate the step.

»The project team worked like a dream.
There was no tension and no interruptions.«

Uwe Wiczorek, Systems Administrator, WWK



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