



KEY HIGHLIGHTS

INDUSTRY: INSURANCE



AMB GENERALI

CHALLENGE

AMB Generali needed a way to provide users control and flexibility in their desktop computing environments, while maintaining the security of the AMB Generali network from viruses and malware.

SOLUTION

Using VMware ACE, AMB Generali was able to provide 14,000 field agents with secured computing access to insurance applications, while at the same time allowing users the flexibility to control their own desktop experience.

VMWARE AT WORK

- VMware ACE

DEPLOYMENT ENVIRONMENT

- IBM ThinkPad R52 laptops
- Guest operating systems: Windows XP Professional
- Host operating system: Windows XP Professional
- Applications: Proprietary AMB Generali insurance agent software

"In only three months, with internal resources alone, the IT-services arm of AMB Generali outfitted the notebooks of all 14,000 field agents with a secured, virtual environment using VMware ACE."

Ralph Schnermann, Project Director, AMB Generali

AMB Generali

AMB Generali Holding AG is one of the biggest and most successful primary insurance groups in Germany. The company provides a full range of financial and insurance services including life, health, property/casualty and legal expense insurances. The company also provides services in fund and bank products, in addition to asset management for third parties and real-estate broking.

AMB Generali's Information Technology Services group is responsible for providing IT services to AMB Generali's entire workforce, including some 14,000 insurance field agents. However, the conflicting needs to secure the AMB Generali network, while providing agents with a flexible desktop computing environment to get their jobs done was causing major headaches for AMB Generali. End users needed third-party software to help them with route planning, control information, and so on. But for security reasons, the Information Technology Services group required certification of these application, which was a tedious, time consuming process that consumed IT resources, and frustrated end users.

Using VMware ACE on IBM ThinkPad R52 laptops, AMB Generali provided 14,000 mobile users with a flexible solution that allowed them to install their own applications without compromising security. Taking advantage of the isolation benefits of desktop virtualization, AMB Generali provides their users with two desktops images on one laptop: a locked down AMB Generali-approved desktop and a separate, open desktop on which end users can install third-party, uncertified software. The result: users can tailor their desktop computing experience to their personal work needs, while AMB Generali can be assured that their network is secured from external threats.

Results

- 14,000 IBM ThinkPad R52 laptops deployed in less than three months with internal IT resources.
- "We hired external hackers to test the solution. They system worked smoothly and fulfilled our admittedly high expectations. There is no opportunity to transmit damaging code from the open to the closed environment," says Schnermann.
- Eliminated the need for third party software certification by AMB Generali's central IT organization, e.g. route planning software for sales calls.
- Host / guest isolation between ACE image and physical host prevents unapproved data transfer, and reduces attack surface.
- Eliminated the need for script-based installation of approved third-party software on a rolling basis.
- Secure isolation gives insurance agents the freedom to install additional programs on their notebooks without having to wait for tedious authorization from central IT.