

VMWARE CASE STUDY

COMPANY

PT Jasa Raharja

INDUSTRY

Insurance

COUNTRY

Indonesia

PARTNER

PT Artha Mulya Trijaya

KEY CHALLENGES

- Increasing workloads reduced efficiency
- IT costs were steadily rising
- Downtime increased the total cost of ownership
- New services and migrations took two months to deliver
- Low infrastructure resilience with no DR in place

SOLUTION

The customer virtualized servers with VMware vSphere before implementing VMware Site Recovery Manager and VMware vCenter Operations Manager for DR and improved management.

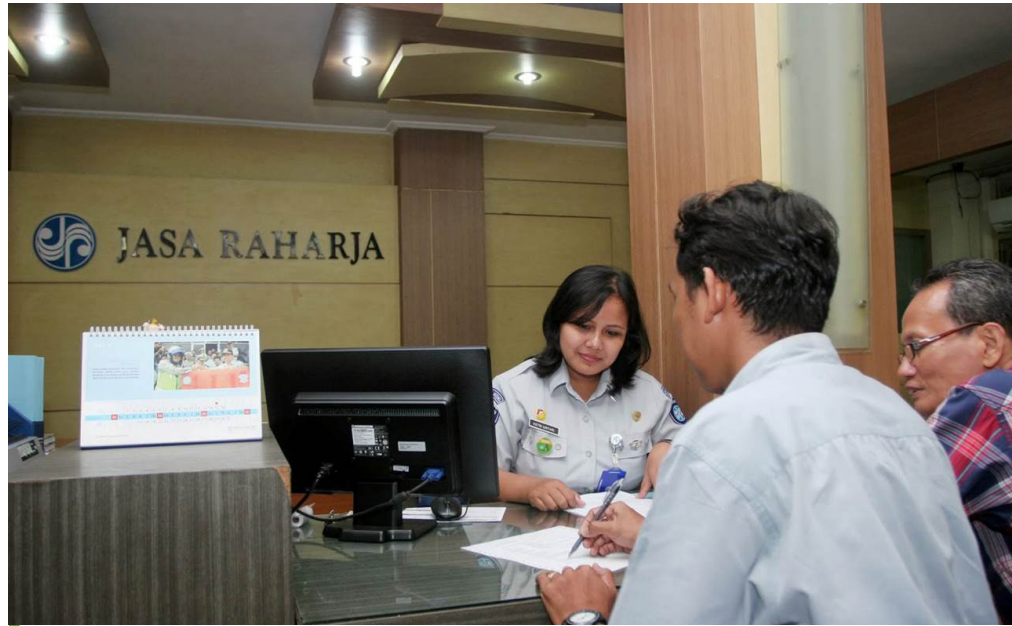
BUSINESS BENEFITS

- Maintaining IT efficiency despite continued growth
- Capital expenditure lowered 72 percent
- Operational expenditure cut by 42 percent
- IT team delivers new services around 82 percent faster
- High availability with DR solution



JASA RAHARJA

Indonesian insurance service company completes journey to superior service that beats customer expectations



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Our business creates valuable insurance services that help people in Indonesia to have a better quality of life. We have to deliver superior service to maximize insurance premium collection and insurance claim process to ensure all stakeholder's satisfaction. By having an agile, flexible, efficient, and highly effective IT infrastructure from VMware, we can beat customer expectation especially in claims processing turn around time. This makes us a role model to other organisations in the country.”

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Mr Tri Haryanto
Information Technology & Communications Division

VMWARE FOOTPRINT

- VMware vSphere
- VMware Site Recovery Manager
- VMware vCenter Operations Manager

APPLICATIONS VIRTUALIZED

- Red Hat Enterprise Linux
- Oracle 11g database
- Microsoft Dynamics ERP

Social insurance plays a key role in maintaining a good quality of life. In Indonesia, PT Jasa Raharja is at the heart of the country's social insurance program. It provides protection for passengers on private and public transport, in a country where three people are killed in road accidents every hour. As part of its remit, PT Jasa Raharja looks after the vehicle registration management system, SAMSAT, as well as handling compensation claims following accidents. This involves processing multiple forms as claimants provide documents from police authorities and health professionals as part of their request for assistance.

Data growth challenges IT effectiveness

PT Jasa Raharja has seen vehicle registrations increase 11 percent a year, and by 2013, around 104 million vehicles had been documented. The increasing workloads caused challenges because the organization lacked the IT to maintain the timely resolution of vehicle registrations and claims.

Increasing IT expense and a need for DR

Operational and capital costs were expanding as more servers were added to the datacenter. Plus, the total cost of IT ownership increased through rising downtime. PT Jasa Raharja also needed to implement a disaster recovery (DR) strategy to comply with government ministry regulations on all government agencies, and to better protect key applications such as the main ERP system.

Manual processes add time

With little automation at the datacenter, the IT team needed two months to manage migrations or complete testing. Team members were keen to streamline processes and speed up the delivery of applications for personnel. Lastly, PT Jasa Raharja didn't have the tools to plan effectively for expansion or to support development around cloud technology.

A virtualization solution

PT Jasa Raharja took action, and successfully deployed the following VMware solutions:

- VMware vSphere.
- VMware Site Recovery Manager (SRM) Enterprise.
- VMware vCenter Operations Manager (vCOPS).

The organization virtualized core applications such as the customer database, running on Red Hat Enterprise Linux and Oracle 11g. It has also virtualized Microsoft Dynamics ERP.

Streamlined and automated data center operations

By virtualizing its servers, PT Jasa Raharja has gained a highly scalable infrastructure and has streamlined a number of IT management processes. Now the IT team can continue to complete registrations and resolve claims efficiently. Plus, IT resources are added quickly and proactively maintained for maximum uptime.

Application and infrastructure delivery improves

IT administrators can also deliver new IT services much quicker. Migrations and testing are 82 percent faster – typically delivered in two weeks – and employees avoid disruption.

Reduction in IT costs

The organization has reduced its IT capital expenditure by 72 percent through VMware vSphere. In total, it has around 63 virtual servers running on just four physical hosts. Furthermore, the organization has lowered IT operational expenditure by 42 percent, and achieved a saving on its total cost of ownership of 48 percent.

High availability and resilient infrastructure

PT Jasa Raharja now has a DR strategy in place to ensure compliance. It is also in the process of enhancing its capacity planning and resourcing through vCOPS. In the future, it hopes to move to a private cloud architecture supported by the VMware vCloud solution and further enhance service delivery to the citizens of Indonesia.