



# MIRAE ASSET

## 미래에셋생명

### Access Anywhere: VMware VDI Improves Desktop Manageability, Security and Flexibility

Mirae Asset Life has established itself as a leader in Korea's fast-moving insurance and financial asset management market. By partnering with VMware to build a virtualized IT infrastructure, the company has increased the speed and flexibility with which it can respond to the varying demands of its customers.

**INDUSTRY**

Insurance/Financial

**LOCATION**

Seoul, South Korea

**KEY CHALLENGES**

- Support a rapidly changing business
- Ensure seamless integration with existing desktop environment and enable more flexible management of IT resources
- Provide flexible workspace access for employees
- Streamline and consolidate post-merger end-user infrastructure

**SOLUTION**

VMware View 5.0

VMware vSphere 5.0

**BUSINESS BENEFITS**

- Centralised management of all aspects of the end-user workspace
- Significantly enhanced corporate data security
- Dramatically reduced workspace provisioning costs
- Workspace access now possible from any device in any location

**Management and Procurement Problems**

Mirae Asset Life's IT landscape reflected its complex corporate history: it comprised many diverse systems used by formerly separate companies that had over time been merged into the group. Integrating the data and infrastructure from all these into a unified system presented a daunting and ongoing challenge. On top of that, the company also faced three specific problems associated with its model of offering financial services via a network of branches throughout South Korea:

- Risk of physical damage to IT equipment during office moves.
- Delays in synchronising information from computers at various locations (call centres and branches).
- Challenges associated with the increasing use of mobile devices for remote working.

For all these reasons, Mirae Asset Life was finding it increasingly difficult to offer customers the speed of response and seamless service that they expected. It was clear that the

company would need to modernise its entire IT infrastructure, which had not been upgraded in a timely or uniform manner over a period of many years. However, the cost of simply replacing all the hardware at its call centres and hub sales offices was prohibitive. Differences in PC specifications and software across different business units compounded the procurement challenges.

Moreover, the company's rapid growth also meant it was looking at having to hire considerably more IT support staff. Mirae Asset Life therefore made the decision to move from its legacy desktop system to a VMware virtual desktop infrastructure (VDI) solution.

**1,000 Virtual Desktops Deployed in Six Months**

Mirae Asset Life partnered with Korea's key technology company Iroo Info to deploy the VMware View solution at its data centre. Over a six-month period, 1,000 desktops were virtualized, freeing up additional office space and significantly reducing power consumption.

*“Replacing hundreds or even thousands of PCs annually was very costly, and also required a full time support staff of over 20 people. But now we have stripped out much of these hardware and operations costs, allowing us to devote more time and money to our core activities.”*

**Jeongyop Kim**

Head of IT Planning Team, Mirae Asset Life

The introduction of VMware View delivered the following improvements in the company’s IT environment:

- Centralised management.
- More efficient use of IT resources, by tailoring the new virtual desktop to employees’ actual needs.
- Improved security and stability, as all data is now stored and managed in the data centre.
- Switch to a high-availability cluster environment, made possible by VMware’s advanced feature set.
- Employees can work anywhere and at any time using mobile devices.
- Simpler networking, lower power consumption, less noise and lower cooling requirements.

### Towards a Company-Wide VDI

Mirae Asset Life saved significant capital expenditure with the VMware View solution; initially, the company considered replacing all desktops with thin or zero clients, but it believed there was further scope to minimise TCO. While replacing all desktops was a good approach, it involved additional acquisition and deployment costs. In order to reduce this one-off expenditure, the company therefore tested the VMware View desktop client.

The results were quite surprising. VMware View installed on old desktops showed exceptional performance – much higher than expected. In some cases, it performed better than brand new physical desktop machines.

These results convinced Mirae Asset Life to implement VMware View on current desktops, and gave it the flexibility to phase in thin and zero-clients over time. Users reported almost no issues with performance even though they were using existing desktops. The company will now roll out thin and zero clients gradually as the older desktop PCs reach their end of life.

### Lasting Partnership with VMware

Mirae Asset Life selected the VMware View solution after an exhaustive evaluation process, and is delighted with the results. VMware View is much more than a like-for-like replacement for the previous desktop environment; it opens up new possibilities in flexible working for the company’s employees, by allowing them to access their desktops from any location. The partnership with VMware is therefore central to Mirae Asset Life’s plans for a company-wide VDI environment.

Iroo Info Inc., a VMware Premier Partner, has led the domestic virtualization market through consistent investment and research since 2004 when it was founded. Iroo Info Inc. is constantly reinforcing its leadership position based on its experience from various industries. These include financial services, with prominent customers such as IBK Bank, Nonghyup, and Mirae Asset. For more information about the company’s virtualization solutions and products, visit [www.iroo.co.kr](http://www.iroo.co.kr)

