



GILAI DRIVES OPERATIONAL EXCELLENCE TO ENSURE SECURITY AND EFFICIENCY ACROSS INSURANCE SECTOR



L'Informatique des Offices AI
Informatik der IV-Stellen
L'informatica degli Uffici AI

CUSTOMER

GILAI

WEB SITE

WWW.GILAI.CH/FR

INDUSTRY

INSURANCE/IT SERVICES

LOCATION

VEVEY, SWITZERLAND

KEY CHALLENGES

- Increase operational efficiency
- Contain IT costs, and reduce management and maintenance resources
- Deliver first-rate IT services to customers

SOLUTION

Includes VMware Site Recovery Manager, VMware NSX® Data Center, VMware vRealize Network Insight™, VMware vRealize Suite® and VMware Horizon®

IMPACT

- Improves IT efficiency
- Maintains IT headcount, while range and scope of services has increased
- Ensures consistent application performance
- Provides the scale required to accommodate a doubling of size
- Centralizes IT management

GILAI is an IT service provider to Switzerland's disability benefit agencies. In the last five years it has more than doubled in size, working with agencies that provide support for 80% of the Swiss population. VMware solutions are at the heart of GILAI's business strategy, from desktops to servers – enabling the business to be more secure, more agile and more efficient than ever. Ultimately, a more efficient GILAI means the more effective delivery of critical payments to some of Switzerland's most vulnerable citizens.

Challenge

The Swiss Disability Insurance (IV) is compulsory nationwide insurance. The insurance assists disabled people with rehabilitation or provides subsistence payments. Contributions to the IV amount to 1.4% of wages and are divided equally between the employee and the employer.

With 19 Swiss cantons, or local authorities, administration can be difficult. Each is responsible for the collection and distribution of funds, and each has their own data compliance regulations. Every canton is focused on ensuring payments are made promptly, none want to focus on the IT infrastructure needed to support such processes.

GILAI is the leading IT service provider to Switzerland's disability benefit agencies. "Our clients want to focus on disability insurance, not IT," says Sandro Lensi, GILAI's CIO. "They outsource IT to us, and we need to deliver first-class IT services."

Founded in 1999, GILAI originally served the French-speaking part of the country, it now covers 80% of the market, doubling in size since 2012. The association provides everything from private cloud to virtual desktops to e-Learning tools.

"Our goal is increased operational efficiency and the rapid provision of highly-available IT services," says Lensi. "GILAI provides a public service. Citizens rely on us. We cannot afford to let our clients be out of action for a day, that would be unacceptable."

All aspects of GILAI's strategy are focused on providing a relevant, available IT service for agencies – reducing management, maintenance resources, and containing cost.

“With VMware we can now create desktops in minutes, or call up a server in a moment. We can never stop progressing.”

SANDRO LENSI
CIO
GILAI

VMWARE FOOTPRINT

- VMware Site Recovery Manager
- VMware NSX Data Center
- VMware vRealize Network Insight
- VMware vRealize Suite
- VMware Horizon

Since 2007 GILAI has created an increasingly virtualized infrastructure using VMware solutions. Today, says Lensi, GILAI is 99.9% virtualized, from servers to desktops.

“We can now create desktops in minutes, or call up a server in a moment, but we can’t stop progressing,” says Lensi. “Going backwards is not acceptable.”

GILAI completed a private cloud project in 2016, bringing the benefits of scale and flexibility. Lensi’s next challenge was to improve the management of this environment, wringing further efficiencies.

Action

The latest engagement with VMware sees GILAI deploy VMware NSX® Data Center, VMware vRealize® Automation™ and VMware vRealize Network Insight™.

“We have a pragmatic relationship with VMware,” says Lensi. “There’s lots of interaction, lots of transparency. VMware solutions enable us to anticipate a client need.”

VMware NSX Data Center is the network virtualization platform for the software-defined data center (SDDC), delivering networking and security entirely in software, abstracted from the underlying physical infrastructure.

VMware vRealize Network Insight helps GILAI build an optimized, highly available and secure network infrastructure across multi-cloud environments. It accelerates micro-segmentation deployment, minimizes business risk during application migration and enables customers to confidently manage and scale the NSX Data Center deployment.

Finally, vRealize Automation, a cloud automation tool, accelerates the delivery of IT services through automation and pre-defined policies. This provides a high level of agility and flexibility for GILAI developers, while maintaining frictionless governance and control.

Impact

The clearest indicator of success is that GILAI has improved IT efficiency - doubling in size with no increase in headcount. Lensi’s team of 17 can focus on test management, change management and business intelligence, all geared to the more effective delivery of payments and support to disabled people. They are freed from the maintenance and management of infrastructure.

“We’re a small organization. We now have the energy to take part in workshops, to explore solutions with our partners and to figure out our roadmap. This freedom means we’re better able to anticipate future needs of the agencies we support.”

This matters, Lensi continues, because the job of CIO - and of IT service provision - is changing. The focus is less on the technology and more on the end-user: “We have to make IT understandable, to remove the complexity.”

In addition, centralized IT management simplifies the nationwide roll-out of upgrades, patches and new services - keeping data from one canton separate from another. “We’re close to the ‘click,’” is how Lensi describes this functionality.

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GILAI

GILAI is also better able to segment its different client networks. There is less risk of sensitive data leaking between agencies; GILAI stays ahead of local and national data regulations. It protects today’s corporate reputation and simplifies the task of integrating possible future acquisitions.

In summary, Lensi says: “We have a big responsibility. We enable Switzerland’s disability benefit agencies to deliver payments to some of our most vulnerable citizens. Thanks to VMware, we have an ultra reliable IT platform that ensures this very important public service isn’t compromised.”

Looking ahead

“The next challenge is to automate service delivery,” says Lensi. “We want to create a service catalogue for clients where they can order an application or server. It will stabilize costs and provide a unique, holistic service portal.”

Looking further ahead, Lensi says the next step is containerization: “That will have a huge influence on us. It’s where we see the greatest potential. Where we provide business applications, we’d like them to be containerized. We don’t want to speed up server provision or desktop provision, only to find that the business application still has a degree of latency.

“The future working relationship with VMware will be the same as it is today. Pragmatic. VMware has been the key to success over recent years and will continue to be so in the future,” Lensi concludes.

