



Kooperativa is a universal insurance company offering a wide range of services and a comprehensive portfolio of insurance policies for individuals, SMBs and corporations. The insurance company's 4,000 employees serve nearly 2.5 million clients.

www.koop.cz

Industry

Financial Services

Headquarters

Prague, Czech Republic

About partner

The companies of the Geetoo group have been working in IT since 2004. Geetoo has specialized in modern and cloud technologies for more than nine years.

www.geetoo.com

VMware footprint

• VMware® Tanzu™ Kubernetes Grid™

The Kooperativa Insurance Company Responds Effectively To Client and Market Needs

Kooperativa is a universal insurance company offering a wide range of services and a comprehensive portfolio of insurance policies for individuals, small and medium-sized enterprises and corporations. When Kooperativa realized the problem it was facing—the need to gain control over container orchestration—it turned to its consultant Geetoo, a VMware partner. Based on a proof of concept, VMware Tanzu Kubernetes Grid Integrated was deployed, and its adoption has boosted container usage across the company. Containerization has enabled faster application development and go-to-market, increasing competitiveness. Kooperativa clients can use new applications and features more quickly, making it easier to, for example, report a claim or track changes to their insurance policy.

An insurance company for your life as it is

Kooperativa is a universal Czech insurance company with 30 years in the market, 4,000 employees, almost 2.5 million clients, and the support of Vienna Insurance Group (VIG), the leading insurance group in Austria and Central and Eastern Europe. The group comprises approximately 50 companies with strong brands in 30 countries, and boasts close ties with its clients. This is why Kooperativa focuses on trends, innovations and corporate social responsibility as integral parts of its business.



Jan Váňa, infrastructure manager at Kooperativa

Kubernetes as a future standard

Kooperativa, like other companies, must be able to react quickly to changes and meet the demanding requirements of its clients, and therefore keeps abreast of trends in the field of application development and modernization. Thanks to this, it regularly receives insurance sector awards in the Czech Republic.

“We rely on innovations and always strive to leverage the latest technologies. This is why we started using Kubernetes, which will form an integral part of our operations. Although we also have traditional applications, we are constantly expanding the use of containers. In our opinion, these will become a standard for all future systems, enabling us to provide both flexibility and scalability,” explains Jan Váňa, infrastructure manager at Kooperativa.

The growing use of containers has proven vital for Kooperativa. Insurance is a highly competitive market. “Time-to-market” is therefore critical for Kooperativa—new features and applications must be released very quickly, or clients may leave for the competition. Without flexibility, modernization, effective implementation and operation of applications, Kooperativa would not be able to adequately meet the requirements of its clients, especially help them solve their life situations. The number of containers deployed across the insurance company has been growing by leaps and bounds from the original few hundred. It therefore became necessary to address their orchestration and find a way to operate and manage them effectively.

VMware Tanzu for easy integration with IT management

When Kooperativa realized it faced this challenge—to gain control over container orchestration—it asked its consultant Geetoo, a VMware partner, for help. “We knew we wanted to fully rely on containers. The decision had already been made. However, we realized that this was not just a matter of purchasing and implementing software, but that we needed to change our overall approach to applications and the way we operated. We needed someone to guide us through the entire process,” says Jan Váňa.

“We will rely on containers as the technology of choice going forward, and see this as the natural evolution of virtualization. VMware products are the market standard, and integration with our IT was a key factor for our decision.”

Jan Váňa, Infrastructure Manager, Kooperativa

Geetoo therefore played both an implementation role and an educational one. The partner carried out a global assessment of the IT environment, analyzed existing applications, and precisely identified the insurance company’s needs. They executed a proof of concept (PoC) with Red Hat and VMware Tanzu open-source and commercial technologies and, after evaluation, VMware Tanzu was selected as the preferred option.

“We will rely on containers as the technology of choice going forward, and see this as the natural evolution of virtualization. VMware products are the market standard, and integration with our IT was a key factor for our decision. We opted for VMware Tanzu as we had long been satisfied with the management, reliability, and integration of our existing VMware solutions,” Jan Váňa says.

“Tanzu gives us a much greater degree of flexibility when developing new applications as well as modifying existing ones. It guarantees high availability, which is critical for our clients, in particular in online services.”

Jan Váňa, Infrastructure Manager, Kooperativa



Tanzu has supported fast implementation of missing functionalities and accelerated deployment of changes in applications. “The time-to-market for new features and applications can be significantly reduced, improving our customer experience and increasing their satisfaction. A few years ago, a new product might take as long as a year to deploy, but the new container platform has accelerated everything. This reduces the risk that we will not be able to respond to our clients’ requests and help them with their life situations,” says Jan Váňa.

In addition, Kooperativa strongly focuses on sustainability and social responsibility in all its activities. The easier development of new applications and modification of existing ones makes it possible to bring more activities online, reducing physical administration requirements, which benefits the environment while enabling faster response. Properly functioning IT and applications can make the handling of large numbers of claims more effective in the event of a natural disaster, for example.

Reduced implementation and deployment time

Tanzu helped the insurance company streamline its operations, making it more effective and flexible as well as future-ready, as the number of containers is set to grow enormously. Kooperativa uses containers to run a large number of capabilities that are key for its clients—whether signing contracts online, a mobile app, and an app for reporting insured events—as well as internal applications such as customer service systems.

“Tanzu gives us a much greater degree of flexibility when developing new applications as well as modifying existing ones. It guarantees high availability, which is critical for our clients, in particular in online services. Our IT team appreciates the scalability and easy management. If needed, we can quickly increase computing power, for instance, and Tanzu helps us keep everything operable and up to date despite the growing number of containers,” says Jan Váňa.

The deployment of VMware Tanzu fostered the use of containers across Kooperativa. The experience of both internal and external development teams has improved as well. “Tanzu and Kubernetes simplify the adoption of solutions from different vendors and third parties, as everyone can easily use a container platform. We are showing other companies what the standard is in this area,” explains Jan Váňa.

Future development

Kooperativa is set to continue implementing new technologies. At present, the company is focusing on the overall optimization of its data centers, where it is planning to deploy VMware NSX at scale. Until now, it has only used the technology to a limited extent. This is associated with greater emphasis on using VMware vSAN as the storage solution standard, and on improving monitoring and diagnostics in general. “We simply want to have modern infrastructure that will be ready for more extensive cloud usage, so that we have cloud resources available when needed while still being able to decide freely what to keep on-premise and what to run in the cloud. It will help us to continue optimizing the costs and processes,” says Jan Váňa.