

# Outsourced Insurance



By employing **bluesource's** consultancy and electronic messaging solutions skills, SVB Syndicates Ltd, a successful and fast-paced insurance services group, was able to outsource Exchange, the management of Active Directory and consolidate the server environment. Nick Parish, IT Manager, SVB Syndicates Ltd, recounts how he ensured the reliability of Exchange and thus, the reliability of the messaging infrastructure, to provide a robust and fully-supported centralised communications system for now and in the future.

**“In the future, data irretrievability isn't going to be a defence, whereas perhaps you could get away with that in the past. We've got to have a procedure for discovery now.”**

SVB Syndicates Ltd, a leading Lloyd's managing agent, based in the heart of the financial district in London, manages two Lloyd's insurance and reinsurance syndicates. Together, they are responsible for over £500m of business. SVB Syndicates Ltd is part of SVB Holdings PLC, an integrated Lloyd's vehicle specialising in insurance and reinsurance, operating within the Lloyd's insurance market. SVB Holdings PLC employs over 300 staff and is quoted on the London Stock Exchange.

## Insuring the Insurers

In a high energy and fast-paced market such as finance and banking, the IT department of any such financial institution becomes the life blood of the organisation. Like all organisations operating in the computer age, SVB Syndicates Ltd relies on email for much of its internal and external communications. And like most companies around the world, SVB Syndicates Ltd's corporate email message volumes are increasing, message sizes are growing, and users are too busy to get around to clearing their own inboxes.

In short, Microsoft Exchange systems are frequently becoming clogged up as users retain more and more messages, which are themselves getting bigger and bigger and to add to the already burdening list of IT responsibilities, corporate governance and compliance regulations stipulate that information held within corporate messaging systems must be kept for extended periods of time (up to a period of seven years) and must be available for auditing purposes if required. The issue of legal compliance means that email messages and documents not only need to be managed in a controlled infrastructure, but also stored centrally and easily located and accessed not only for legal retention, but for due diligence purposes as well.

Nick Parish, IT Manager at SVB Syndicates Ltd, is all too familiar with the increasing issues associated with a growing Exchange environment, and was looking for a solution that could keep the vital IT systems at peak performance, allowing the syndicates to trade and communicate electronically, without the possible threat of unstable servers effecting company performance.

“With 240 people on Exchange, the mailbox size was about 50 gigabytes,” explained Parish. “We had about 10-15 mailboxes that were over one gigabyte, which is just untenable. We ended up with massive fragmentation of the mailbox stores and really required a solution to improve and maintain the reliability of Exchange.”

**“In terms of business continuity, bluesource just keeps everything up.”**

## The journey is better together

For further information, please contact bluesource  
 tel + 44 (0) 20 7940 6200 email enquiries@blue-source.com  
 web www.blue-source.com



# ●● Outsourced Insurance

blue source

## Investing in the Right Solution

Parish contacted **bluesource**, a leading specialist Microsoft Exchange messaging solution provider, who recommended the migration of SVB Syndicates Ltd's Microsoft Exchange 2000 mail environment to Exchange 2003 to maximise flexibility, scalability, reliability and overall performance rates of Exchange data stores.

**bluesource** also recommended that a new messaging environment was designed and implemented and took on the project from the outset. As Parish was looking for ideally, a managed outsourced solution to address the issue of ongoing Exchange support and maintenance, **bluesource** was instructed to manage the new environment from its Remote Operations Centre, giving SVB Syndicates Ltd a high-quality service level agreement for mail server uptime, improved business continuity, enhanced disaster recovery, and overall peace of mind.

"It got to the point where the mailbox was so large that it was difficult to perform any housekeeping on it," noted Parish. "We tried to use PST files to reduce some of the volume, but we were just moving mail from staff mailboxes to an archive server, which was a short term solution. We have a collaborative workspace on one of our servers, but as with most organisations, staff would email spreadsheets to each other, after making slight changes, then would email them back. We were finding there were 15 copies of the same item on the mail server."

But imposing limits on staff mail boxes was not enough – Parish knew he had to find a solution that gave him control over SVB L Ltd's mail without the problems involved in micro-managing mail servers. With regulatory compliance part of many an IT manager's remit, Parish asked **bluesource** to set up a remote mail server capability for SVB L Ltd with full archiving and retrieval capabilities.

**bluesource** is a leading IT consultancy that uses its proficiency with the Microsoft Exchange and messaging environments to help companies implement the right solution, bridging the gap between business benefit and IT. The **bluesource** Remote Operations Centre ensures dedicated support staff constantly monitors client environments to ensure that if an incident occurs, appropriate and quick remedial action is taken. When an alarm is "triggered", a call is logged in the **bluesource** helpdesk system and a unique identifier is allocated to the call. This outsourced offering provides clients with peace of mind, as it ensures the exchange environment remains secure and running.

# ●● Outsourced Insurance

blue source

**bluesource** migrated SVB Syndicates Ltd's Exchange mail system to a new purpose-built server, improving the reliability of Exchange while managing the company's outsourced maintenance and archiving needs, using Enterprise Vault, an email management and archiving system from KVS, a business unit of Veritas. **bluesource**'s Remote Operations Centre keeps constant watch on SVB Syndicates Ltd's messaging system, pre-empting problems, and guaranteeing absolute minimum downtime.

"In terms of business continuity, **bluesource** just keeps everything up," said Parish. "The board needs to be able to know exactly when any problems will be resolved. With **bluesource**, we have access to consultants who have dealt with exactly the same issues in the past. That's what they do, they support Exchange, and they support our needs within IT."

Now SVB Syndicates Ltd has an outsourced, fully-managed and maintained Exchange messaging service that makes board members and the IT department feel more secure, and Parish is able to make better use of his staff resources at Exchange and IT management level at the coalface of the business, where they are most needed.

“It's a weight off the shoulders now, because they've built our new server, to the best they know how, and they're going to support it.”

**bluesource**'s fully-managed service also means Parish and SVB Syndicates Ltd are secure in the knowledge that their future compliance and discovery needs will be met.

"The system is dovetailing quite nicely in to all the compliance we have to think about," says Parish. "In the future, data irretrievability isn't going to be a defence, whereas perhaps you could get away with that in the past. We've got to have a procedure for discovery now, and we can't have a procedure for discovery that says 'IT will search all mail' if that mail's not going to be there, or is not indexed and searchable."

SVB Syndicates Ltd contracted **bluesource** to migrate the company's Exchange mail system, manage it using **bluesource**'s Remote Operations Centre, archive mail in a fully retrievable environment and guarantee maximum uptime without impacting the firm's IT department.

"It's been pretty seamless," concludes Parish.

"**bluesource** followed best practice, and that enabled the project to be textbook. It's a weight off the shoulders now, because they've built our new server, to the best they know how, and they're going to support it. Email downtime now is just unacceptable. Whereas two years ago email wasn't an integral part of the business process, now it is.