

Insurance Company Tackles Integration Challenges After Purchasing a Competitor



The Situation:

After purchasing its largest competitor, a regional insurance company faced the challenge of how to integrate systems quickly and securely. Their competitor was on a completely different platform, but they would still need to access critical data within 24 hours of the merger to keep customers satisfied.

The insurance company had previously rolled out a standardized hosted desktop solution, but the competitor was still using an on-premises solution, meaning the new end-users faced the daunting task of learning all-new systems when they merged. The company also had a limited budget and could not afford to “rip and replace” the IT infrastructure at the competitor. They needed to find an affordable solution that would work on the competitor’s current infrastructure, could be transitioned quickly, and would be easy for end users to adopt. Most importantly, the solution needed to meet compliance regulations and provide a high level of security to limit the risk of a data breach from either company.

mindSHIFT’s Approach:



The insurance company had previously implemented a company-wide hosted desktop solution from mindSHIFT. They were very happy with the new system and had found it to be easy to manage, saved them money and provided an improved level of customer service and increased productivity. When considering the new hosted desktop solution, they discussed the possibility of future company acquisitions. mindSHIFT designed their solution so they would be able to integrate any new companies quickly and securely.

Results:



After the acquisition was announced, mindSHIFT was able to migrate key employees to their new desktops in less than 24 hours and the rest of the company quickly thereafter by utilizing their existing Active Directory for authentication. mindSHIFT defined different user levels and developed standard desktop configurations to meet their needs, including the capability for traveling employees to securely access customer data wherever they are, on virtually any device. All confidential data was housed in a regularly backed up, secure data store that could be accessed by employees via a secure internet connection. Plus, the hosted desktop solution allowed the company to avoid the major costs associated with integrating systems, while providing visibility to customer information, sales and transactions.