

High availability, performance and flexibility in the insurance industry

MÜNCHENER VEREIN plans for the future with FlexFrame™ for SAP®



» Both the project management and the solution itself demonstrated the same strengths – speed, flexibility, efficiency. The improvement in the performance of our Business Information Warehouse was remarkable. «

Helmut Sommer, IT Dept. Head, MÜNCHENER VEREIN Insurance Group

→ The challenge

Improved reliability and performance for SAP systems – for high-availability management and high performance to meet the ever-growing IT needs of the insurance industry

Flexibility by design – through implementation of a scalable environment that also provides the foundation for future follow-up projects

Enhanced efficiency – through streamlined system administration and the use of virtualization to make optimal use of resources

→ The solution

Outstanding products have earned the MÜNCHENER VEREIN Insurance Group (MV) a reputation as innovative trendsetter and leader in the German insurance industry. The Group has always focused on optimal customer care, and that explains why the Group, which received SAP Customer Competence Center certification in 2002, chose **FlexFrame™ for SAP®** for the **modernization of its SAP landscape**. Implementation of the service-oriented architecture, which consists of a failsafe configuration with two data centers for SAP ECC 5.0 and SAP Business Intelligence, was completed in only four months. PRIMERGY servers provided a noticeable improvement in performance. A perfect combination of virtualization and automation technology permits high-availability management of the Group's business processes, dynamic load balancing and enormous simplification of operation. As a result, Münchener Verein is well prepared for the future.



The three Group companies, **MÜNCHENER VEREIN** Krankenversicherung a.G., MÜNCHENER VEREIN Lebensversicherung a.G. and MÜNCHENER VEREIN Allgemeine Versicherungs-AG, offer a complete portfolio of personal and corporate post-retirement and financial planning products. The group generated gross premiums in the amount of € 645.9 million in 2007. More at: www.muenchener-verein.de

→ Solution components

- FlexFrame™ for SAP® 4.0 at two productive data centers with 8 PRIMERGY RX300 S4s, Novell SUSE Enterprise Server 9, NetApp FAS3020 MetroCluster
- Middleware: FlexFrame agent software
- SAP software: SAP ECC 5.0, SAP Business Intelligence, SAP FS-ICM (Incentive and Commission Management)
- Database: Oracle 10.2
- Integration Services Implementation, SAP and Oracle migration, operational testing
- SolutionContract

→ Customer benefits

- Efficient high-availability management for SAP systems
- Reduction of administrative expense to a minimum
- Improvement in performance of Business Information Warehouse and SAP ECC applications
- Dynamic workload balancing to make better use of resources
- Optimal basis for follow-up projects, e.g., system expansion, release changes and migrations

→ The project

Thomas Wolf, MV's project manager and SAP CCC supervisor, is full of praise for the way modernization of his company's SAP landscape was carried out together with Fujitsu Siemens Computers. "Everything worked out perfectly," says Wolf. Even before the project was launched, he knew that a time frame of four months for migration from the existing environment to SAP ECC 5.0 and introduction of SAP Business Intelligence on FlexFrame for SAP immediately thereafter represented a very ambitious goal. The reason for his skepticism was not so much that implementation of a dynamic landscape represented a paradigm shift for MV, but rather that SAP products such as SAP Insurance Incentive and Commission management are integrated with other business-critical systems. As a result, high-availability management, dynamic use of resources and flexible scalability were also project mandates. FlexFrame for SAP fulfills all of these criteria, and that made it possible to stay within the four-month time frame. As a result, the project partners were able to concentrate completely on the sizing of the new environment as well as on optimal migration modalities and alignment with neighboring systems. This focused approach started to pay off as soon as MV went into production: "The support and integration services of Fujitsu Siemens Computers were very good and the alignment of FlexFrame for SAP with neighboring systems proved to be outstanding from the very beginning," reports Thomas Wolf. It was also possible to start on the work required to put the neighboring SAP Business Intelligence project into production for the investment product area within the project time frame. Completion of these projects means that MV now has double protection for its business-critical applications: in the case of the failure of a server at one of the locations, a replacement system is started automatically; in the event one of the locations goes down, the second data center can maintain operation without interruption.

→ A record of success

"Comparable projects generally take an entire year. Getting the job done in four months is in itself a considerable achievement," says Thomas Wolf. The operational and strategic benefits are also significant: "Applications such as commissions management have to remain up and running at all times, especially in the case of an insurance company. FlexFrame for SAP provides the necessary stability and improves performance by a factor of 3 in the SAP commissions area and by about 40% in the SAP Business Intelligence area," according to MV's Wolf. MV has also consolidated a system line and reduced administration and operating expenses to a minimum. Over the long term, the MV insurance Group will also benefit from the modular design and excellent scalability of FlexFrame for SAP, which can be gradually expanded to accommodate the needs of follow-up projects and business growth. In addition, the MV infrastructure is now ready for Enterprise SOA, which means it can already support modular SAP software products and process integration.

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