



DataStream Insures savings for Royal & Sun Alliance

A need to find more room in the Data Center led to Royal & Sun Alliance's quest for a solution.

The insurance industry, like many others, has experienced many changes in recent years, and this is particularly true of the UK's largest general insurer. One recent change is obvious in their name; Royal & Sun Alliance was created in 1996, when two of Britain's biggest insurance companies, Royal Insurance and Sun Alliance, merged creating a world class 21st Century global insurance company with an impressive 280 year history.

The company's UK Commercial Division, part of the commercial insurance arm of Royal & Sun Alliance Group, offers a unique blend of insurance and risk related services from London and six regional centres, and a global network stretching to 120 countries.

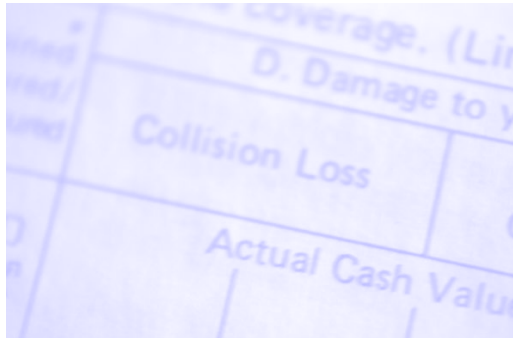
The company's Infrastructure Support team based in Liverpool and part of the UK IT Services Division has recently seen themselves taking on responsibility for more and more systems. To support this, a team of technical analysts and operations staff manage some 30+ Hewlett Packard 9000 systems running Ingres, Sybase and Oracle for the UK Commercial Division and SAP for all divisions.

Gary Durie, responsible for the HP-UX support team explained, "At the beginning we had 8 HP-UX systems each with its own console. Every time there was a problem, or routine maintenance needed to be carried out, we would have to visit the computer room. As the number of servers we were required to manage increased, so did the visits to the computer suite. The additional desktop space required by the extra consoles also caused a problem. We decided that we needed to consolidate all the consoles

into one unit for easier maintenance and to make more room."

Gary continued, "Hewlett Packard had no suitable offering at the time, so our quest began. With one company that we looked at we discovered that an evaluation copy of the software was chargeable so we were not 100% happy. Our search eventually led us to discover **DataStream**¹. The sales and pre sales

support team visited and gave us a demonstration and left an evaluation CD."



DataStream¹ is now fully used at Royal & Sun Alliance, allowing the

operations team to view error messages from one single location on any of the systems in the computer room.

Systems can also be shut down and restarted all from this location.

DataStream¹ has fulfilled Royal & Sun Alliance's objectives by combining all the consoles to one location, which in return provided more space for further expansion in the computer room and saved time in man-hours.

Cyclone Technology

Cyclone Technology has been providing flexible, customisable and cost-effective solutions for systems and network management since 1996. Their solutions are in use in over 100 international organisations. Supplied both directly to end users and through their network of third party suppliers, **DataStream** is used in some of the world's largest Data Centers to manage over 13,000 devices around the globe.

For further information visit www.cyclone-datastream.com

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