

HP ProCurve Networking Lifetime Warranty scores ten out of ten at Miller Insurance



“The HP ProCurve Lifetime Warranty[♦] had considerable bearing during the selection process because it means the HP ProCurve switches do not have any maintenance costs. On this criterion, we rated HP ProCurve ten out of ten whilst other vendors only scored about five out of ten.”

Gary Williams, technical architect, Miller Insurance Services Ltd, UK



Objective:

Miller Insurance Services Ltd wanted a modern networking infrastructure with improved performance, availability and security to support business growth and facilitate the planned deployment of IP telephony.

Approach:

Invited several leading vendors to propose a networking solution using a detailed tender specification. Rated each proposal using rigid criteria and a specialised decision analysis process and chose an HP ProCurve Adaptive Network solution via Preferred Partner, Pervasive Networks.

IT improvements:

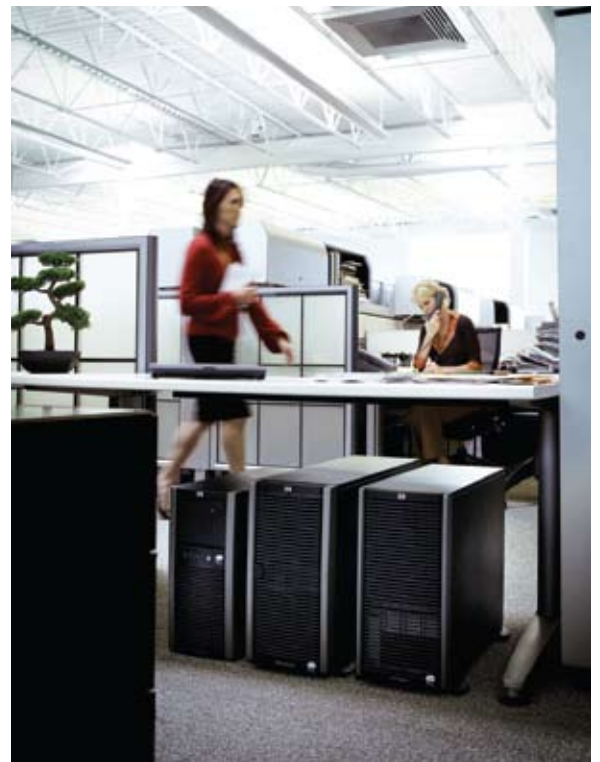
- A highly reliable, high-performance, scalable and secure networking infrastructure.
- The network's Power over Ethernet (PoE) capability enables future IP telephony requirements.
- Increased network availability has enabled the upgrade of Miller's operating system to Microsoft Windows Vista™ and facilitates the sharing of large files across the network.

Business outcomes:

- The resilient, scalable and secure HP ProCurve infrastructure safeguards mission critical services and supports new business growth.
- High performance and availability improve the end-user experience, increasing staff productivity and free up network administrators time to concentrate on strategic projects.
- Extensive security features safeguard business continuity and the HP ProCurve Lifetime Warranty eliminates maintenance costs, lowering Total Cost of Ownership (TCO).

HP ProCurve customer case study:
Miller Insurance Services Limited deploys a scalable HP ProCurve Adaptive Network solution to increase performance, availability and security, as well as support business growth and the future introduction of IP telephony

Industry: Insurance



Founded in 1902, Miller is a leading independent specialist insurance and reinsurance broker. Operating internationally and at Lloyd's, Miller handles a mixture of reinsurance, complex large commercial business and binding authorities, as well as providing a range of consultancy services.

Miller's head office covers eight floors of a nine-storey building in the heart of the City of London, United Kingdom. Over the last decade it has employed a Local Area Network (LAN) with 100 Megabyte (Mb) connectivity to deliver standard and in-house applications from its server farm to desktop workstations on each floor.

“We defined rigid solution criteria and, to assess each proposal, employed specialised methods to rate each solution. The HP ProCurve solution proposed by Pervasive Networks gained the highest rating. We particularly appreciated the technology and partner’s know-how, and ProCurve’s Lifetime Warranty was especially attractive because it eliminates maintenance costs completely, lowering TCO.”

Gary Williams, technical architect, Miller Insurance Services Ltd, UK



Award-winning HP ProCurve Switch 8212zl

“Although our networking infrastructure was reasonably stable, we experienced occasional performance issues when business operations stretched the system’s capacity. Staff often commented about its lack of speed across the network but we were bereft of appropriate management tools to identify the causes,” explains Gary Williams, technical architect, Miller Insurance Services Ltd.

“Our network was simply at the end of its life and we needed a new platform to support business activities for the foreseeable future. We also wanted to support Internet Protocol (IP) telephony when our existing telephone system becomes obsolete and, to augment network security yet further, required some robust measures to protect the business. This will be critical should we, for example, decide to introduce home working.”

Vendor selection process

Miller presented its tender specification to several leading vendors including HP ProCurve Networking via its Preferred Partner, Pervasive Networks. The scalable solution had to provide a consistent end-user experience, boost network security and enhance support via standard network management tools. In addition, increased network availability and resilience were required due to a growing reliance for the provision of business critical services to customers.

Miller also wanted application and bandwidth management, flexible network segmentation as well as QoS, PoE and interoperability to support technologies such as IP telephony. Moreover, an ability to share large image files across the network and provide employees with facilities for remote home working was important.

“We defined rigid solution criteria and, to assess each proposal, employed a specialised decision analysis process to rate each solution,” continues Williams. “The HP ProCurve solution proposed by Pervasive Networks gained the highest rating. We particularly appreciated the technology and the partner’s know-how, and HP ProCurve’s Lifetime Warranty was especially attractive because it eliminates maintenance costs completely, lowering TCO.”

At the heart of the HP ProCurve Adaptive Network solution implemented at Miller are nine next-generation HP ProCurve 8212zl core switches with PoE. Based on future-proof HP ProCurve ProVision ASIC™ network technology, they match the company’s requirements perfectly. The highly



Gary Williams (third from the right) and the Miller IT team

integrated ProVision ASIC™ chipsets not only support current IP capabilities, but also incorporate future-proof features, removing the necessity for costly upgrades. In addition, the 8212zl switches are designed to offer reduced complexity, lower TCO and provide unified security and management. The solution also incorporates two HP ProCurve 2600 series managed edge switches.

To comply with the insurance industry's highly stringent regulations for the protection of personal and financial data and to aid efficient network management, the solution incorporates HP ProCurve management software. HP ProCurve Manager Plus (PCM+) allows Miller's network administrators to configure, update, monitor and troubleshoot switches centrally and remotely. To prevent unauthorised users accessing its network, HP ProCurve Identity Driven Manager (IDM) dynamically applies security, access, and performance settings to all devices based on user, location and time. HP ProCurve Network Immunity Manager (NIM) software, a security management tool, defends the company's network from virus and worm attacks by detecting and monitoring devices across the network. The software automatically responds to threats according to detection and response policies pre-set by Miller.

Customer solution at a glance

Primary solutions

- Adaptive Network
- Communications and collaboration
- Network Systems and Management
- Security

Primary hardware

- HP ProCurve Switch 8212zl
- HP ProCurve Switch 2610

Primary software

- HP ProCurve Manager Plus (PCM+)
- HP ProCurve Identity Driven Manager (IDM)
- HP ProCurve Network Immunity Manager (NIM)

Partner at a glance

Company: Pervasive Networks

Headquarters: Newbury, UK

Telephone: +44 870 004 0002

URL: www.pervasive.co.uk

Business: Systems integrator and managed service provider for secure business communications

Products: Storage, networking, IP communication, mobility and security solutions

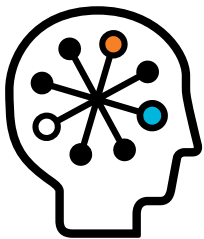
Meeting business demands

Thanks to HP ProCurve, Miller now has a secure, highly robust, high-performance, scalable network ready to meet the demands of the business. The network is easy-to-manage and PoE capability supports the introduction of IP telephony, which improves telecommunication services by lowering call costs and enhancing sound quality and clarity. As the HP ProCurve network infrastructure is based on open-standards technology, Miller has the flexibility to implement whichever IP vendor is most appropriate. Due to increased network availability, Miller was also able to successfully upgrade its earlier operating system to Microsoft Windows Vista™, which facilitates the sharing of large files across the network.

The easy-to-use HP ProCurve IDM and NIM security management tools help administrators to proactively neutralise any network threats and therefore maximise network availability. By allowing network administrators to manage the network centrally and remotely, PCM+ saves the organisation time and money on callouts. The software's advanced, integrated Windows-based network management platform facilitates easy network management, allowing Miller to allocate staff resources to more strategic projects.

The HP ProCurve Adaptive Network solution with its resilient, scalable and secure infrastructure allows Miller to safeguard business-critical services and support new business growth within the UK and overseas. When required, the solution will also facilitate the introduction of convergence technologies such as IP telephony as well as make remote home working more feasible. High network performance and availability improves the end-user experience, increasing staff productivity and freeing up network administrators' time. HP ProCurve's extensive security features maintain business continuity and the HP ProCurve Lifetime Warranty eliminates maintenance cost, lowering TCO.

"This solution has optimised our network capability, supports our expanding business well and reduces business risk. Due to increased business activity overseas, we are already expanding our relationship with HP ProCurve via a managed services agreement with Pervasive Networks," concludes Williams.



◆ For as long as you own the product, with next-business-day advance replacement (available in most countries). The following hardware products and their related series modules have a one-year hardware warranty with extensions available: HP ProCurve Routing Switch 9300m series, HP ProCurve Switch 8100fi series, HP ProCurve Network Access Controller 800, and HP ProCurve DCM Controller. The following hardware mobility products have a one-year hardware warranty with extensions available: HP ProCurve M111 Client Bridge, HP ProCurve MSM3xx-R Access Points, HP ProCurve MSM7xx Mobility and Access Controllers, HP ProCurve RF Manager IDS/IPS Systems, HP ProCurve MSM Power Supplies, HP ProCurve 1 Port Power Injector, and HP ProCurve CNMS Appliances. Disk drives in the HP ProCurve ONE Services zl modules have a five year hardware warranty. Standalone software, upgrades, or licenses may have a different warranty duration. For details, refer to the ProCurve Software License, Warranty, and Support booklet at www.procurve.com/warranty



Technology for better business outcomes

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