

## CASE STUDY

### Insurance



## Enabling IT Modernization in Insurance

Insurance companies are racing to adopt Insuretech solutions that will allow them to compete for new consumers, improve efficiency, and enhance customer service. Like most companies in the process of digital transformation, funding Insuretech without cutting back funds from other areas of the business is a common challenge, especially in an industry that is undergoing regulatory pressures to reduce costs for their policyholders.

Celebrating its 100th year in business, a national insurance company dedicated to employee and customer retention became determined to reduce operational costs without impacting their workforce and performance. In collaboration with IT, their procurement team analyzed their OEM maintenance contracts to better understand their spending on post-warranty contracts. Their IBM Mainframe Environment support costs became a clear target for cost reduction, along with their Dell/EMC midrange storage systems. Having relied on OEM support for decades, the national insurer had to overcome inertia when it set out to explore third-party maintenance providers.

After conducting thorough technical evaluations of the top global TPM providers, Top Gun ranked #1. The combination of in-house L3 engineering, multi-vendor capabilities, and longstanding track record of IBM Mainframe Support delivered the confidence needed for the insurer to transition support to TGT. Financially, the national insurer was able to reallocate \$250,000 annually to their Insuretech initiatives. TGT's TPM 2.0 Mission Critical Support enables companies to reallocate funds and resources toward higher-value initiatives that drive revenue growth and profitability.

## Solution

- TGT's inhouse L3 engineers' depth of expertise on complex platforms
- TPM 2.0s Preventative Digital Monitoring Service
- Guaranteed 100% sparing precisely aligned with SLAs
- Total solution of hardware and O/S technical support

## Challenges

- Increased competition driven by digital consumerization
- Finding funds to support digital modernization projects
- Gaining technical buy-in to transition away from OEM support

## Results

- 75% Overall savings vs OEM
- Immediate shift of \$250,000 to support Insuretech projects
- YoY savings with 100% performance



**\$250K OpEx Shift**



**100% Performance**



**75% Contract Savings**

“One of the best values in the industry, come for the pricing and stay for the service.”

**Client Testimonial**

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