



\$15B Financial and Insurance Concern

Cost cutting forces Insurance Company to look at migrating applications from fat to thin client architectures but the devil is in the details...

Situation: A technology group at a multi-billion dollar North American Insurance company developed a thin-client architecture to support a variety of installed and new applications. The company wanted a way to identify candidates for migration from 'Fat' NT to thin-client UNIX architecture. The company did not know which applications to target, but their business objectives were to: 1) Lower cost and 2) Limit business risk.

Executive's Perspective: CIO understood that while the appeal of the thin-client approach was great, migrations are often risky. The executive wanted to make sure to target only those applications ideal from cost/value and risk standpoint.

Solution: Software and services were delivered to build an application portfolio with granular segments of targeted candidates for thin-client migration. This allowed the ranking of applications delivering the greatest overall business value with the thin-client solution (i.e. cost savings, improved availability and better inherent flexibility with lowest risk). The effort took six weeks of focused data collection and subsequent analysis.

Once built, the applications in the portfolio were analyzed to determine the cost, complexity and business value impacts of migration with business cases presented for the projects over a five-year period.

Outcome: The Company now has a standard method to make its thin-client decisions based on business value, not solely costs. Not surprisingly, a decision was made to focus the majority of thin-client efforts on new applications, such as certain new agent systems and avoid the negative business impact of migrating existing legacy applications. Despite the apparent cost saving benefits, many of the targeted applications proved to be too risky to migrate because of their complexity and the potential for loss of business value (to users) that would have occurred had the application been migrated.