

Insurance Company Upgrades IT infrastructure

Cisco LAN Switches and Router enhance productivity at International Energy Insurance Plc.



Executive Summary

Customer Name: International Energy Insurance Plc.
 Industry: Financial Services (Insurance Company)
 Location: Plot 294, Jide Oki Street, Victoria Island
 Number of Employees: 120

Business Challenge

- Online information dissemination.
- Data processing via centralized server.
- Dissemination of information among the staff.

Network Solution

- Integration of network systems.
- Upgrade of centralized management of data.
- Enhanced access to Internet facilities.

Business Results

- Enhanced Internet access and elimination of downtime
- Improved organizational efficiency and work processes
- Convergence of voice, video and integrated data ready network
- Next generation network architecture
 - Highly scalable solution

Business Challenge

Mr. Wale Adedokun, Head of IT, International Energy Insurance...

"International Energy Insurance (IEI) was incorporated in March 1969 as a private limited liability company. It is a top tier insurance company with shareholder funds of over N8.25 billion. We are a global financial institution providing excellent insurance solutions to the energy and other sectors of the economy. With a solid financial base and in-depth knowledge and professional expertise, we provide exceptional cover for any area of your business.

In order to serve our customers better, the need arose to acquire more skilled hands and in turn a bigger office space to accommodate the new intakes as it appeared we had a good number of staff whose systems were not linked to our corporate network. In acquiring a new office space, we identified the need for more network points, putting into consideration that we did not want our work processes slowed down in anyway by the relocation of our office.

Getting more network points, however, without upgrading our network facilities might have been like shooting ourselves in the foot since our Local Area Network was already unreliable. Adding more end-users to the Local Area Network in that state was not the way to go. Thus, there was the critical need for a more seamless Local Area Network. The unreliable nature of our LAN had been responsible for stalling our online information communications within the establishment and without. This naturally took a toll on the performance of our staff who constantly complained that down time tended to slow down our work process, causing inefficiency in many cases.

The inefficiency of our Local Area Network posed a challenge for seamless internet connection. The end users (our staff) regularly complained about their inability to log on to the server. This affected the efficient

processing of data and our online work processes in general."

Network Solutions

Mr. Wale Adedokun...

"In the light of our space issues, we decided to relocate to a much bigger building that would accommodate our teeming numbers. As such we identified the necessity to get in touch with professionals that could transport our ICT office as well as upgrade our IT base without any break in our communication activities. We met Signal Alliance at the Cisco Smart Business Communication Launch sometime in June and called them in for a presentation. We were sold on their plan and work commenced immediately."

Miss Olanrenwaju Winful, Business Development Manager Cisco, Signal Alliance...

"Signal Alliance is a leading Nigerian Solutions Integrator offering first class business-to-business solutions in the areas of Network Infrastructure Development, Network Storage Management, Software Development and a range of other network related solutions. With over 10 years of working experience in the ICT sector, we are well equipped to meet the ICT needs of our clients.

In our presentation to IEI, we took into consideration, as is our standard practice, the present and future plans of the client and developed a plan that will not only be sufficient for their present needs but also serve as a starting point for whatever future plans they might have. This way, in future, they would not need to tear down their network infrastructural foundation, but rather build on it."

Mr. Wale Adedokun...

"Signal Alliance recommended Cisco LAN Switching as the building block of IT infrastructure. This solution comprises of Cisco Switches and Routers and was up and running by July 2007. Technologies used for real time collaboration application such as voice over IP (VoIP) requires LAN Switch network to provide reliable, intelligent, high speed connectivity among users, applications and communication systems.

“ We recommended Cisco LAN Switching because it serves as the building block of IT infrastructure. ”

To me, the unique thing about Cisco products is the fact that they are well rounded and are inter-operable with other products. Take the CAT6 cable for instance, they are patched to a Patch Panel and driven to the Cisco switches. This combination is responsible for the increased speed in Internet connection and data processing and transfer activities. So with the right cables such as the CAT 6 cables, the switches are able to absorb the capabilities of the cable and that in turn translates to high speed for the end-user.

Our suite of equipment comprises a number of Cisco 2960 switches of varied port sizes and the Cisco 2811 Integrated Service Router. These products have helped in optimizing our applications performance to deliver better quality of connectivity."

Miss Olanrenwaju Winful...

"Now the router can be used for all sorts of functions. Apart from the connectivity it posits for seamless internet connection, it also has voice and video capabilities as well as Virtual Private Network (VPN). We recommended the Integrated Service Router and the new 2960 switches. This grade of router (the 2811 ISR Router) was deployed because IEI intimated us with their plans to integrate a voice infrastructure as well in a short interval over their three other branches across the country. At this point we decided that the head office infrastructure should be stable and secure for the LAN to work effectively and ready for Wide Area Network connection such that when

the Abuja and Port-Harcourt offices are live, we can interface and link those branches together to work seamlessly as though the Abuja and Port-Harcourt offices are just extensions of the Lagos office."

Business Results

Mr. Wale Adedokun...

"Though we are only six months old on this solution, I can confidently say that the solution has had a tremendous impact on our business processes. Communication between users and the server is much faster now, than when we were on the previous solution.

“ Communication between users and the server is much faster now, than when we were on the previous solution. ”

Now, we receive fewer complaints about down time and inability to access the internet. As a matter of fact our work processes are a lot smoother now as instead of paper memos being pushed from one table to the other, our intra-mail facilities, enables us send memos from one officer to the other without much ado. So from my desk, I can send a memo online and have the managing Director or anyone else for that matter minute on it.

This solution is so efficient and is faster in data transmission due to the speed of the CAT 6 cables.

Another wonderful thing is that it saves time and makes my work and that of my team less tedious as we can manage the equipment right from our office and our server and data room here in my office. As a leading insurance broker, we had to have a secure and proper Data/IT Room where all our devices and network equipment would be stored. Creating the IT Room has helped to better structure our work; providing a haven for our equipment and enabling us manage our processes better.

Furthermore this solution has created room for collaboration amongst employees as they can work and share information within the establishment."

Next Step

Wale Adedokun...

"As a result of the success of the router and switches in our head office here in Lagos, we intend deploying these same solutions in our branches in Abuja and Port-Harcourt. This way, we will be running on the same technological page with the rest of our branches. This will help our inter-connectivity among our branches.

We are presently also considering integrating voice into our network, not just for the head office but also for our branches across the country. This will require us deploying more solutions like the Cisco Call Manager or Call Manager Express as well and perhaps VPN to aid communication with our staff on remote sites."

For More Information

To find out more information about Cisco LAN Switches and Routers, visit www.cisco.com/web/EA or e-mail; jonwueme@cisco.com

To find out more information about International Energy Insurance Company, visit www.ieinsuranceco.com

To find out more information about Signal Alliance, visit www.signalalliance.com or call any of the following numbers; 014152553, 014820152, 08033314471, 08033150271.

