*We can do that.*

# Resourcing & Managed Services:
# Critical Application Support and Maintenance

Our client had **a challenge,** but weren't quite sure **how** to **tackle it.** Their **mission critical applications** were using **antiquated** technology and needed **costly,** daily maintenance. By **embracing** the challenge, **consolidating** the apps, **updating** their **technology,** and taking over maintenance, we delivered **cost savings** and **serenity.**
| **Problem solved.**

A major provider of specialized insurance products, our client offers coverage to owners of manufactured homes, vacation homes, RVs, boats, collector vehicles, motorcycles, and more. They cover over a million people, and are part of an international insurance group that operates in all lines of business, with more than 38,000 employees at over 50 locations around the world.

## PROBLEM

Our client was facing a challenging environment:

- A large number of mission critical applications were outdated and largely unsupported.

- The client wanted to utilize key resources currently engaged in supporting and maintaining existing systems on new, more strategic projects.

- Supporting new development and existing systems was a complex and costly challenge.

- Existing applications had limited functionality when compared to innovative and emerging technologies. Consistent and effective processes were largely absent.

## SOLUTION

consilium1 embraced the challenge with the following:

- c1 was able to improve performance and stability by consolidating the applications and proactively addressing maintenance and support issues.

- The new structure allowed c1 to improve reporting capabilities and overall processes.

- Deployment of monitoring and alert systems allowed the team to address errors before they became large-scale issues.

- Increased dedication and automated monitoring helped identify and correct previously unseen issues to boost performance.

## RESULTS

This unique approach delivered for the client:

- Operational maintenance and support costs were 3 times less than in previous environment.

- Increased application stability and performance. Compared to previous environment applications were 10 times more stable.

- Optimization of resources. Resources previously dedicated to support and maintenance were re-allocated to be more effective.

## PARTNERS