



Lloyd's Market Goes Virtual

In a typically resource hungry environment, Lloyd's managing agent Spectrum has implemented a technology solution that will ensure the insurer's continuity of service and enable rapid improvements in staff productivity.

Spectrum's rapid expansion plans and new business models resulted in the organisation requiring a solution that was fast to install, easy to administer, and was flexible, scalable and cost effective.

The Lloyd's and London Markets

In the past, the regulatory environment has been a barrier to entry for many trying to enter the Lloyd's market, as new managing agents require both Lloyd's and FSA consent. Insurers who wish to participate in the Lloyd's and London market have increasingly faced stringent regulatory hurdles. The extensive specialist management skills that are needed have also proved a major hurdle for many.

Spectrum Syndicate Management Limited has provided an alternative to this. Established in December 2001, it has a full range of non-investment insurance permissions enabling it to carry out all functions in relation to the non-life insurance underwriting sector.

Authorised by Lloyd's as a managing agent in April 2002, today Spectrum manages two non-marine syndicates, and manages the run-off of three other syndicates.

Today Spectrum has a full Lloyd's management infrastructure providing extensive expertise in financial, legal, compliance and actuarial areas. By providing an established resource, Spectrum is able to organise and manage the setting up of dedicated corporate members supporting a stand-alone syndicate for specific third party capital providers who wish to access the Lloyd's franchise.

Cost effective Delivery

Spectrum operates on Eclipse Underwriting, a single integrated policy administration solution delivered by Sequel. Eclipse

Underwriting is part of Sequel's suite of applications, which also includes Eclipse Broking and Eclipse Annual Accounting.

Stavros Martis, Chief Actuary at Spectrum, comments: "We were very impressed with Sequel's professionalism. Both they and Eclipse were a unanimous choice for our requirements. We have found a state of the art system that has become the backbone of our whole operation. Not only are Sequel providing a system with increased efficiencies and improved service levels – but our overheads have been significantly reduced."

The Microsoft Windows software is modular so its users can choose the components best suited to the particular business need. Integral to Eclipse is that the components comply with ACORD RLC XML standards, which ensure seamless connectivity to hubs, exchanges and other sources of third party data.

Rory French, Spectrum, commented: "With the existing infrastructure we had in place, upgrades for desktops were still a major challenge and an incredibly resource hungry job. What we really needed was a complete upgrade for the desktop environment."

An increasingly important consideration for Spectrum was remote access. With a VPN already in place, Spectrum faced expanding business pressure on the existing infrastructure which meant that its objective of having a more flexible and scalable solution would not be met.

"A lot of overseas business was coming in from new operations within the syndicates and that provided us with another channel for business. What we needed was a solution that could support increasing levels of remote working," continued Rory.

Dynamic Data Centre

With a small IT team at Spectrum, simplified management was key. For this reason Spectrum engaged virtualisation specialist integrator, Intercept, to recommend, implement and support a Citrix based application delivery solution.

Rory commented: "Intercept had helped us successfully implement disaster recovery using VMware. Our experience made them the obvious choice for this implementation. Intercept are experts in the latest developments in virtualisation technology and their people really understand the business issues we faced."

Intercept recommended Citrix XenApp, an end-to-end application delivery system, to improve performance, increase security, and drive down the cost of delivering Microsoft Windows-based applications. XenApp is the only solution that integrates such a comprehensive set of features, enabling it to be a strategic part of the application delivery infrastructure.

Citrix XenApp virtualised Spectrum's client-side application delivery thereby reducing the cost of testing, installing and supporting its mission critical business applications, including Eclipse.

Rather than installing applications on each users' desktop, Eclipse was virtualized using Citrix XenApp to the desktop via ICA. The isolation environment controls how applications interact on the user device, which prevents application conflict.

Streaming applications into the isolation environment greatly accelerates their delivery by reducing regression testing and simplifies management with streamlined maintenance, upgrades and de-provisioning. In fact, using streaming for de-provisioning an application is the most efficient method of removing *all* traces of an application.

Rory added: "We had to ensure that the business – and the syndicates we represent – did not suffer from any downtime when the upgrade path was decided on. This was absolutely critical and meant that no users were affected."

"The server virtualisation system was architected to provide complete resilience and is supported by Intercept. So if, in an emergency, a server goes down to the point where a simple repair isn't possible, we can restore in a matter of minutes. Server virtualisation is far more flexible than the traditional methods we have seen to date," added Rory.

Today Citrix application virtualisation delivers all of Spectrum's applications, including Microsoft Office and Eclipse. The Web interface functionality also enables members of the syndicates to access their applications over the Internet by simply clicking on a desktop icon from home or abroad.

Industry

Insurance

Customer

Spectrum Syndicate Management

Business Challenge

- › Licencing costs
- › Productivity improvements
- › Remote working
- › Disaster recovery and business continuity
- › Limited resources

Business Solution

Citrix XenApp 4.0

VMware ESX

Microsoft Windows and Exchange

Eclipse from Sequel

Business Advantages

- › Reduced the costs associated with regression testing, deployment, maintenance, updates, and de-provisioning for applications being run locally on users' machines
- › Enabled IT to offer applications as an on-demand service
- › Lowered application support costs by automatically updating and repairing applications every time they are used
- › Speeded regulatory compliance by eliminating the need for extensive testing to certify applications
- › Enhanced security by giving IT administrators complete control over applications delivered to desktops, even those of unmanaged partners and users

Virtual Technology. Real People.

To find out more call our sales team **020 7743 0100**, email sales@intercept-it.com or visit www.intercept-it.com