



PROPERTY INSURANCE PROVIDER CASE STUDY



COVERAGE PLAN

Infrastructure and telecommunications managements

COMPANY BACKGROUND

The client consists of a group of property casualty insurance companies and surety providers. Incorporated in 1991, the organization specializes in personal auto insurance and offers commercial auto insurance products via a network of independent agents throughout the U.S.

BUSINESS CHALLENGE

The company had different phone systems at five locations across the country. The organization wanted to implement a uniform, centralized solution. In addition, the new solution needed to be scalable and flexible in terms of adding new locations, since the client was expanding through acquisitions. The client also needed a new email solution and better infrastructure management.

STRATOSPHERE NETWORKS SOLUTION

Stratosphere consulted with the client and helped them implement a CCaaS (contact center as a service) solution. Our experts assisted with the contact center migration, in addition to migrating the company's network to MPLS. Additionally, we migrated the company to a new hosted email solution and designed a new infrastructure as a service (IaaS) solution; 130 virtual servers were moved to a new hybrid IaaS provider.

Furthermore, the Stratosphere team provides on-going support. Our team is ready to assist on-site to resolve any issues that might arise.

BENEFITS

Because of the new solutions and services, the client has been able to focus less on day-to-day telecom and infrastructure management and more on broader strategic initiatives. Here are some of the other advantages the company has experienced:

- ★ Centralized telecom/contact center solution
- ★ On-going IT and telecom support, including on-site assistance
- ★ New and improved email solution
- ★ Better infrastructure management with new IaaS solution

