

## Economical Insurance Group

### EIG provides remote access to broker, staff and new acquisition.

A major Property and Casualty Insurance company needed to provide remote access to its; broker community, 2000 employees nation wide, and two newly acquired companies. NHI provided the technical knowledge, management competency and resources required to make this a successful project.

#### The Customer Story:

The Economical Insurance Group (EIG) located in Waterloo Ontario, is one of the largest property and casualty insurers in Canada serving customers from coast to coast.

The project scope was to provide easy and secure remote access to our business systems for the head office and branch employees, our broker community, and two recently acquired insurance companies. There were major challenges to be managed to deliver a solution that was reliable, secure and cost effective.

The project main focus consisted of allowing easy, secure remote access to specific business systems at EIG. To further complicate the project, the various business systems reside on different technology platforms (UNIX, NOVELL, and NT4.1) that were not easily integrated to provide a single view to the individual accessing them. The project entailed three distinct scenarios that had to be integrated into a common solution design and implementation.

The first was to address EIG's network of independent Broker companies. The technology solutions within the Broker locations, differed significantly from broker to broker, having systems that ranged from low to medium complexity and technology that had to meet the needs of the Broker offices to connect to multiple Insurer systems. Geographical challenges had to be designed into the solution, with broker office locations differing from metropolitan, with high-speed access, to rural, with low bandwidth telephone connections.

The second scenario was to give the EIG staff working from home a seamless, easy to set-up and use system to access the EIG head office applications, systems, and data. The solution had to account for the requirements of both fulltime work at home employees, as well as the casual remote user. Between these two groups there exists varying levels of technology and connection capabilities. Technology ranged from very basic and in many cases outdated computer systems, to systems that are more current. Being home based users, the connection capabilities ranged from low speed dial up Internet connections (28.8 – 36.6K), to high speed telephone and cable modem internet connections. In addition, the existing direct modem dial in solution was to be replaced by new remote access solution.

Thirdly, EIG had acquired two insurance companies with a mandate to supply access to the EIG corporate systems to the acquired companies, without disrupting the current systems in place at these companies. Both of these companies have highly complex systems and technology solutions that were different than those at EIG (AS400, and UNISYS) and not compatible with EIG.

EIG needed a solution that would allow all participants' access to our system without demanding a whole new and costly high-speed communications system be developed, or the purchase of expensive and powerful computers. The system had to be easy to install and use, while addressing the disparate requirements of the three remote access user scenarios. In addition the solution had to be simple to implement and support, and management of it had to be able to be done centrally from the EIG head office.



The project required a clear and achievable plan. The technical staff assigned to the project had to be highly competent and reliable. "We searched for a partner that could provide a managed solution as well as the technical ability and support needed to guarantee success. We chose Noble House International (NHI) because of they were unique in their Managed Solution Provisioning approach and options" says Gary Carbray, Director Technical Services and Operations. NHI was quick to provided a solid and clear business and technical solution plan right from the start. The documented proposal made it easy to understand what NHI would deliver and how the plan would be executed. The professional management of NHI, kept the project on track, and fully documented. NHI designed a staged approach, to the solution; the first was to address the immediate need of the acquisition companies to have access to the EIG systems.

This was carried out by a first stage, a fully designed and documented Citrix Metaframe solution, single server farm, with only absolutely necessary application and access provided. The second stage was to design the Citrix Metaframe solution that would address each of the unique scenario requirements. This stage was fully designed and documented, sign offs and approval was granted and the design was developed and implemented successfully around a Citrix Metaframe 1.8 multi server farm.

The implemented solution met all the requirements and EIG was able to get immediate benefits from a stable and secure infrastructure. The system has grown significantly, with the demand by the user community for access to more applications and services. In addition there has been a significant increase in the number of staff requesting remote access from home.

*“ When Economical had an important requirement to provide remote access services for our broker community, employees and our work from home staff, we looked for a vendor who could offer us independent advise and direction on a remote access solution that would meet our needs. In addition to the remote access solution, we needed to quickly integrate a newly acquired company into our Economical systems, giving them access to our applications and information.*

*We searched for a partner that could provide a managed solution as well as the technical ability and support needed to guarantee success. We chose Noble House International because of they were unique in their Managed Solution Provisioning approach and options.*

*I would strongly recommend Noble House International as a trusted technology partner. ”*

**Gary Carbray**  
*Director Technical Services and Operations  
Economical Insurance Group*



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