

Pearson-Dunn Insurance & Financial Services

Acquisition of Brokerage companies required a new IT Infrastructure.

With offices in Brantford, Ancaster, Hamilton and Stoney Creek, Pearson-Dunn provides a comprehensive list of insurance and financial services to our valued clients. At the heart of our business are the relationships we form and maintain. Clients that have been with us for many years stay because they know it is their best interests that we have at heart and work towards everyday.

The Customer Story:

Pearson-Dunn located in Hamilton Ontario, realizing significant growth with the acquisition of a number of brokerage companies, recognized the need to seriously address their current Information Technology Infrastructure and solutions.

The need to integrate the newly acquired broker companies into the Pearson-Dunn business environment lead Pearson-Dunn to the realization that the current IT Infrastructure would not supply them with the necessary solutions to meet their growing business requirements.

The scope of the project was to provide greater integration and greater availability to the Pearson-Dunn business systems and information. Since the existing branch offices and the newly required broker offices are geographically located across southern Ontario, with each location having its own disparate IT Infrastructure, the challenge was to have a new IT Infrastructure designed that would bring a tighter more integrated solution to the company across all locations and services. The new solution had to meet the business requirements while being reliable, secure, and cost effective.

Noble House International (NHI) conducted an infrastructure audit of Pearson-Dunn's current IT Infrastructure and upon completion made recommendations for not only a new design, but a new approach to managing and supporting the proposed new infrastructure. The new design recommended by NHI, was a dramatic change from the manner in which Pearson-Dunn was accustomed to supporting, and managing, but the major change was in the manner in which NHI recommended a centralized application, and data repository that all locations could easily access and work within.

Initial acceptance of the new proposed infrastructure was met with some degree of reservation. In order to prove the reliability and success of the proposed solution, NHI built a simplified mock version of the solution on their own equipment and placed it within the Pearson-Dunn head office location. Pearson-Dunn was able to determine first-hand both the ease of use of the solution as well as the benefits that could easily be realized by such a solution for their business needs.

Phase one of the new designed IT infrastructure was to address the immediate need of bringing the new acquisitions onto the Pearson-Dunn systems. This initial phase was implemented on a New Moon Canaveral thin client computing solution. The solution involved the purchase and build of a single Canaveral server on which all Pearson-Dunn business and service applications, were published and made available to the remote locations securely across the Internet. Complete financing was arranged through NHI in order to ensure that the impact of the new solution was in line with Pearson-Dunn's business initiatives. Phase one was implemented realizing all the requirements of integrating the new companies into the Pearson-Dunn business systems.

The next phase of the project will address the centralization of all business systems and applications for all remote users and branch locations. This phase will include; a redesign of the network and central IT infrastructure including the manner in which applications, information and services, are delivered by Pearson-Dunn. The final implemented solution will entail a truly consolidated IT infrastructure, centralizing all data management, security and application solutions into the corporate head office.



The result of such an IT infrastructure change will be that Pearson-Dunn will have an IT infrastructure that minimizes the risk and extraneous support associated with disparate and distributed systems and technology. Pearson - Dunn will have implemented a system that will allow them to seamlessly integrate all new applications, and new acquisitions into the corporate technology, adhering to the technology standards this project has developed. The added benefits of this new solution will allow Pearson-Dunn to:

- Minimize support and maintenance – decrease costs
- Centralized information and knowledge
- Increase security with controlled and reliable access to corporate systems
- Decrease risk of viruses and loss of valuable corporate and customer information

- Increase their ROI on all hardware and software solutions
- Centralized management of all systems, applications, and solution deployment
- Extend access to a broader base of work options for employees "Virtual Office"

The initial solution implemented by NHI met all the requirements for integrating the new broker acquisitions. The final solution will allow Pearson-Dunn to realize expanded business requirements, with a system that will allow authorized users, to have secure and reliable access to the corporate services, applications, systems and information from any where in the world across the Internet.

“ The recommendations and implementation strategies proposed by Noble House International have allowed us to easily integrate new acquisitions into the corporate structure. Access, performance and management of our critical systems have all improved dramatically with implementation of the New Moon solution. End user access has been moved off of their local workstations to a robust, reliable and secure central server. Noble House International has provided Pearson-Dunn with great service and support throughout the project from the initial audit to the solutions implementation. Great job, and many thanks. ”

James R. Pearson



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