

# Reliance General Insurance, a Reliance Capital company, cuts IDC cost by consolidating its servers in data center to 10:1 ratio

## In Brief

### The challenge

RGICL's IT infrastructure team was facing various challenges in:

- Application
- DB response time
- Performance bottlenecks
- Scalability of hardware
- Administration
- Server maintenance
- Server uptimes

*"Server inventory was huge which resulted in space constraint and was a major burden in administering and maintaining servers, leading to development bottlenecks. Everyone was looking for more hardware to get more processing power. IBM's unique eX4 chipset effectively addressed these issues, allowing us to scale up to 16-socket using the existing servers, thus accommodating expanding business needs and protecting the investment made today into the future as well."*

**- Shailesh Puranik**  
Sr. Manager, IT

### Customer Background

Reliance General Insurance Company Ltd. (RGICL) is a leading general insurance company with more than 500 agents and a presence in 200 locations across India. The company offers general insurance products in various categories.

RGICL has done business worth 1600 crores till date for the current fiscal year and relies on its IT infrastructure team to deliver a seamless working environment to its developers, testers and business users. The infrastructure team provides them with a setup that helps them bring out new solutions for the insurance industry by utilizing its hardware resources optimally.

RGICL's success depends on its IT infrastructure being available round-the-clock, throughout the year, with constantly updated products and features. RGICL had 100 odd servers catering to various needs of business applications which led to server proliferation and created a space bottleneck in the data center.

### Solution Implementation

RGICL IT infrastructure team and their long-term partner Galaxy office automation team together studied and captured various performance data of existing physical servers like processing power, memory utilization, I/O ops generated. RGICL IT team, Galaxy

office automation and IBM together evaluated and selected Server Consolidation and Virtualization solution with VMware technology on IBM x3850 M2 servers.

To ensure that the solution was ideal and would work in real life situations, the team went ahead and did a POC at IBM labs. RGICL development team recreated the production environment setup on the proposed hardware and they tested the applications to their limits for extended hours. Results were encouraging and on expected lines – RGICL development team were the first to buy the new technology change.

### Benefits of the Solution

After the successful POC and positive results, RGICL took the most important decision to engage their partner Galaxy office automation and IBM to implement the solution. Implementation started in June 2008, the entire project was executed in phases, and implementation was completed in 5 months' time.

VMware infrastructure is up and running in RGICL since the last six months and the company has 80 odd virtual machines running in their setup, which includes development, UAT and production servers. After releasing the existing, in-use hardware in the fourth quarter, RGICL has gained an operational savings of Rs. 85 lakhs.



From left to right (Front row) **Satish Maurya** and **Shailesh Puranik**  
(Back row) **Vikas Tendolkar**, **Sriram Naganathan**, **Sudip Banerjee**, **Hiren Pandya**

#### Features of VMware

- Easy provisioning
- Smooth management
- Migration resource utilization capabilities
- Reutilization of existing hardware
- High availability
- Dynamic resource allocation
- VCB consolidated backup

#### VMware virtual infrastructure details

ESX on IBM x3850 M2 servers with quad proc quad core 3 GHz processor, memory 64 GB, 1 GBps dual port NIC cards and 146 GB x 2 SAS HDD.

- ◆ SAN Storage: IBM DS 4800 with 20 TB space
- ◆ Virtual Center on IBM 3800 server
- ◆ VCB on IBM 3800 server
- ◆ Total rack space required: 3 nos.

#### Reference contacts

##### Reliance General Insurance IT team

Naganathan Sriram, CTOO

Sudip Banerjee, VP Information Technology

Shailesh Puranik, Sr. Manager Information Technology

Hiren Pandya, Manager Information Technology & Security

*Hiren Pandya, Manager IT and Infosec and his team studied various technologies and solutions, then zeroed in on Server Consolidation and Virtualization which helped to reduce server sprawl, and eventually eased out IT administration, maintenance, resource management and uptime availability, as well as reutilization of existing hardware for BCP and DR.*

#### For more information

Please contact your IBM sales representative or IBM Business Partner