ERGO

ERGO

Proact helps meet data's growing needs, improving speed and performance

ERGO is one of the leading insurance companies in Lithuania offering non-life, life and health insurance.

More than 650,000 customers of ERGO in the Baltics trust ERGO services, experience and financial stability. ERGO companies operating in the Baltic States are part of the international ERGO Group. It is one of the largest insurance groups in Europe. ERGO is represented in more than 30 countries in Europe and Asia. The main shareholder of ERGO is Munich Re, one of the largest reinsurance groups in the world.

The Challenge

ERGO needed to move to digitalise its business processes. To ensure authenticity of digital documents and to provide secure and a highly available platform for document storage. Another challenge was the integration of document archive with business applications, allowing access to important documents. With digitalisation and concentration of all business documents in one place, solution with high availability was designed and implemented by Proact. This includes replication of all data to remote datacenter and automatic failover in case of disaster for the whole document repository.

With new Hitachi solution, ERGO also implemented business requirement to save and secure from changes originally generated documents. Policy based retention, integrity checks, versioning and API access – these features were especially valuable for this project.

Summary

Challenge

ERGO was planning a transition to digitalisation and paperless technologies, and was looking for a solution to ensure document authenticity and long-term retention.

Solution

When the proof of concept was made, there was no doubt that Hitachi Content Platform fulfilled all customer's needs for having document versioning, easy access to the data and storing documents for 10+ years

How we helped

Proact carried out an in-depth review of how ERGO handled sensitive data.

"Proact has clarified our issue and suggested to us the most appropriate solution – Hitachi Content Platform, which our developers integrated into our system easily. It solved our biggest problem at the moment – data compliance with long-term retention." – Head of IT Operations, Evaldas Kalikas.

Proact suggested the organisation implemented a highly-reliable object storage solution based on Hitachi Content Platform (HCP), which could not only solve current challenges but also become a platform for future business application development.

When Proact provided proof-of-concept, the customer's developers were more than happy with the possibility to develop custom functions on the platform, which provides open APIs for developers. As everything is moving to the digital space, there is a high demand for easy access to documents, even on-the-go. Now with advanced metadata tools and customised search, people could even reach the documents through a mobile app.

With its HCP solution, ERGO was able to meet governance and regulatory compliance rules, and maintain long-term content integrity, authenticity and immutability.

Another big benefit of HCP – WORM system with file versioning. It adds an additional level of cyber security, especially immunity to ransomware attacks, since viruses cannot change stored data.

The solution has also made data management better and easier, empowering collaboration without compromising security. As the platform is gathering all the data with metadata, there is a possibility to analyse it and implement time-saving procedures.

The HCP platform also provides automated disaster recovery tools, so it was easy to implement a DR solution in two sites. And automated online data migration tools allow long-term content integrity as new technology arrives.

About Proact

Proact is Europe's leading independent data centre and cloud services provider. By delivering flexible, accessible and IT solutions and services, we help companies and authorities reduce risk and costs, whilst increasing agility, productivity and efficiency.

We've completed over 5,000 successful projects around the world, have more than 3,500 customers and currently manage in excess of 100 petabytes of information in the cloud. We employ over 1000 people in 15 countries across Europe and North America. Founded in 1994, our parent company, Proact IT Group AB (publ), was listed on Nasdaq Stockholm in 1999 (under the symbol PACT).

PROACT

info@proact.eu
www.proact.eu

Benefits

Version controlling
The authenticity of the documents remains

Greater efficiency
There is no need to worry about backup

Single centralised management
Making it easier, freeing up time and reducing associated costs

Smooth migration between technological platforms
Measures were provied to facilitate data migration

Disaster recovery with automated failover
It goes through two sites the help of HCP