


DEVK Versicherungen, Cologne, Germany

# Operate the cloud reliable with 2nd Level Infrastructure Support Services

 Thanks to the itelligence experts' professional support, we were able to quickly provide a team that ensured operations and further support right from the go-live.

Stephan Tulke, Project Manager of Sales Systems Infrastructure at DEVK Versicherungen

## Challenges

- Establishment of a service management system
- Ad-hoc formation of an expert team
- Short-term on-boarding
- Timely go-live
- Coordination of the on-site itelligence team

## Benefits

- itelligence service manager as a central contact
- Use of itelligence IS support expertise
- Ad-hoc support from on-site service
- Individual solutions
- Close and trusting cooperation

## Solutions

- Customer in-house data center: CISCO FlexPod hardware, VMware virtualization
- Application server setup: SUSE Linux Enterprise operating system, Oracle database
- Automation and monitoring: Ansible automation, Check\_MK monitoring

## Why itelligence?

- Reliable, full-service IT provider
- On-site and remote IT consulting
- Technical expertise and flexibility
- Experience in service management and service transition

**3** months  
Go-live  
within

**DEVK**

2nd level infrastructure support for

1000  
servers

### **DEVK Versicherungen is one of Germany's biggest insurance companies**

DEVK has around 4 million customers in Germany with over 14 million risks in all insurance areas. DEVK is the third biggest household insurer, the fifth biggest car insurer and the sixth biggest liability insurer in Germany, according to number of contracts. Its headquarters are in Cologne. Across Germany, the company has approximately 1,250 offices and a team of 6,000 full-time office and sales staff. Since April 2017, itelligence has supported DEVK with its 2nd level infrastructure support, thereby ensuring the seamless operation of in-house systems – a prerequisite for the success of the company and the satisfaction of all customers.

### **Agile solution approach by itelligence**

As a customer of the NTT DATA, DEVK was advised by the subsidiary itelligence on securing the operation of a new IT system landscape. After the initial contact in December 2016, those responsible for the business areas of sales, pre-sales and cloud infrastructure services at the BIT.Group, which had been acquired by the company, drafted a convincing solution approach. In addition to supporting the go-live, it was important to ensure comprehensive 2nd level support for the modern infrastructure of more than 30 existing applications. This involves the use of state-of-the-art components including Cisco hardware, VMware virtualization, SUSE Linux Enterprise as the operating system and Ansible as the automation solution, which are all operated from our own, in-house data center.

### **Qualitative implementation of customer requirements using an individual service model**

Comprehensive service transition expertise and experience enabled a fast and productive start for the delivery team upon the successful go-live in April 2017. Since then, further service provision has been ensured by itelligence service management at its Dresden location. As an integral part of the service, regular coordination, in particular on site, ensures the qualitative implementation of customer requirements – flexibly and individually as per the practice of DEVK.

Using DEVK as an example, itelligence's pragmatic and fast solutions demonstrate the potential and synergies created by the efficient cooperation of various departments. The partnership with itelligence enabled the right experts to be identified and the development of customer-oriented solutions, which sustainably reinforce the objective of the joint commitment between itelligence and DEVK.

# DEVK

**Company:**  
DEVK Versicherungen

**Industry:**  
Insurance

**Products:**  
Vehicle insurance, travel insurance, legal protection, liability insurance, home insurance, health insurance, provisions for money and finances, life insurance, pension provisions, occupational disability insurance, accident insurance

**Employees:**  
6.000 (2016)

**Revenues:**  
3,2 Mrd. (2016)

**Headquarters:**  
Cologne, Germany

**Website:**  
[www.devk.de](http://www.devk.de)