



# Tectrade

Your information partner

## Case study: Groupama

# Groupama Insurances cuts costs and improves service levels with the BackupRMA service from Tectrade

### Challenge

Groupama Insurances wanted to reduce the time spent administering its IBM Tivoli Storage Manager environment, in order to release internal staff for higher-value work. The company also aimed to improve the integrity of backups without increasing costs, partly by improving access to expert external support.

### Solution

With Tectrade's BackupRMA service, Groupama Insurances enjoys round-the-clock monitoring and access to expert support 365 days a year. Groupama Insurances also took advantage of a simplified licensing model as part of this service.

### Benefits

Improved visibility and assistance from Tectrade is saving more than 16 man-days per year in routine administration for the Tivoli Storage Manager environment at Groupama Insurances. The simplified licencing model saved the company 27 percent on its annual IBM software bill. Backup success rates have improved, as has the quality of reporting.

**Groupama is a mutual insurance, banking and financial services group with 38,500 employees serving 16 million members and customers.**

Groupama Insurances in the UK has standardised on IBM hardware and software where possible, to avoid the cost and complexity of working with multiple vendors. Its core line-of-business software runs on the IBM i platform, and uses the built-in BRMS technology for backup. For Intel-architecture servers, Groupama Insurances uses IBM Tivoli Storage Manager to handle data backup to an IBM System Storage 3584 Tape Library.

Warwick Varney, Technical Support Manager, comments: "We have always had Tivoli skills in-house, and we certainly didn't want to outsource our knowledge completely. However, managing the environment was occupying a significant portion of our resources. We wanted to improve service levels and backup success rates while freeing up our internal team to focus on other issues. We also wanted ready access to deeper Tivoli skills, in case of problems with the environment."

### Doing more for less

Tectrade monitors daily backups, reports back on any problems, and provides assistance to Groupama in resolving any issues. Weekly dashboards of backup success rates provide at-a-glance data to managers at Groupama Insurances, who can now see trends over time and highlight potential problem areas.

"On paper, Tectrade offered exactly what we were looking for: a managed service backed by expert support," says Warwick Varney. "We engaged Tectrade consultants to complete a separate piece of work, essentially to check their technical credentials, and we were highly impressed. We had considered a managed service for Tivoli through a different provider a couple of years previously, and rejected it on cost grounds. What's great about the Tectrade solution is that they are giving us more than we could achieve internally while actually decreasing our costs."



---

## Head Office and Customer Centre

Godalming, Surrey  
Tel. +44 (0)1483 861448  
Email. [info@tectrade.co.uk](mailto:info@tectrade.co.uk)

## Northern Sales Office

Harrogate, Yorkshire  
Tel. + 44 (0)1423 340942  
Email. [info@tectrade.co.uk](mailto:info@tectrade.co.uk)

## Scottish Sales Office

Edinburgh, Scotland  
Tel: +44 (0)131 718 6077  
Email. [info@tectrade.co.uk](mailto:info@tectrade.co.uk)

## Netherlands Office

Culemborg  
Tel. +31 (0)345 547040  
Email. [sales@tectrade.nl](mailto:sales@tectrade.nl)  
[www.tectrade.nl](http://www.tectrade.nl)

[www.tectrade.co.uk](http://www.tectrade.co.uk)

### Admin down, quality up

Since the switch to the BackupRMA service, Groupama Insurances has seen routine administration for the Tivoli environment fall from one hour a day to just 30 minutes – the equivalent of more than 16 man-days per year. For problem resolution and other non-routine tasks, the time savings are even greater.

“As well as saving time and money, the Tectrade solution has improved our backup success rate to 98 or 99 percent, and the resolution of failures is much faster and easier – we simply send over the logs and Tectrade handles everything,” says Warwick Varney. “The Tectrade service works extremely well – in fact, it's pretty much invisible, and that's exactly what we want. We have complete confidence that Tectrade is helping us manage our Tivoli environment to a very high standard, which frees us up to focus on other areas.”

