

# Success Stories



## Raritan Assures Menzis, Netherlands Insurer

### Menzis Health and Income Insurance

Well over two million people enjoy insurance protection with the Menzis group, one of the largest health and income insurers in the Netherlands. One of the country's top four health insurers, with the largest market share in the north and east, Menzis consists of the health insurance companies Amicon, Geové, NVS, AnderZorg, Confior and Nederzorg and the health-and-safety and reintegration businesses Ardyn and Prové. The Menzis group also contains three customer care centers, in Arnhem, Groningen and Twente.

Menzis' sites include a central holding company in Zwolle and branches in Groningen, Rotterdam, Wageningen and Enschede, among others.

### Grown out of the old setup

When Menzis' Groningen branch was about to relocate to new premises, it gave the company an opportunity to reorganize the data center. A new KVM setup was required with this move, as the existing configuration had reached the end of its usefulness; no further expansion was possible. "We had a KVM solution, but those products couldn't give us one complete, integrated configuration. There was also a new item on the wish list: an IP-based solution to enable us to remotely access the servers," explains Wiebe Kloosterman, system administrator.

Menzis hired an external project manager both to supervise the entire relocation and coordinate the new construction project. "One important reason to combine the two responsibilities was the desire to prepare and preconfigure as much as possible and then be able to relocate the data centre in one fell swoop," Erik-Jan Monshouwer, the project manager of the new construction project, adds.

### Seamless integration

Since Amicon already had a Raritan solution in Wageningen and was very satisfied with it, a visit was paid to that branch to examine its current installation. It became clear during this visit that the Raritan solution met the company's needs very well. For comparison, configurations were tested from two manufacturers, Avocent and Raritan. Over three weeks of testing, the Raritan solution once again appeared the most suitable.



#### Customer:

Menzis, number-four health insurer in the Netherlands

#### Challenge:

To replace the various KVM solutions with one total, integrated solution. Additionally, to relocate the data center with more than 150 servers to the new premises as efficiently as possible.

#### Solution:

An analog KVM switch configuration, consisting of three linked Paragon II UTP Cat5-based switches with a total connection capacity of 192 servers and 16 simultaneous users.

Besides the five analog users connected to the switch, an additional two users can access the servers remotely over IP, thanks to the integrated KVM-over-IP user stations.

#### Advantages:

- Flexibility: seamless integration of analog and digital
- Efficiency: saves time through access via IP
- Scalability: capacity and configuration can be easily adapted to suit the needs of the organization
- Ease of use: very simple to use and configure

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Monshouwer: "The integration of analog and digital was particularly decisive in our choice of Raritan products. Its ability to seamlessly integrate analog and digital technologies is a major advantage. The fact that Amicon already had a Raritan solution would also make the transition easier; we already had trust in Raritan's ability to provide for our needs."

### The luxury of advance preparation

The new office, including the data center, was prepared as much as possible before the actual relocation. Raritan's remote access solution played a key role in this. Preparations for the new deployment allowed the old one to keep running undisturbed until the servers were actually moved, and to run in the new installation while personnel were still at the old site.

Kloosterman: "We wanted to prepare the infrastructure as much as possible, from the server racks to the KVM switches. We hired a consultant from Raritan for a day to support us with the configuration, and he gave us expert help with the preparations. We programmed and labelled the CIMs (Computer Interface Modules), and the network cables were nicely laid out and ready in the new racks. Raritan's solutions are more than deserving of their plug-and-play reputation!"

For two months the users were still in the old premises while the servers were already in the new one. The advantages of the IP solution really came to the fore over this period, as the servers could be managed remotely. "If we hadn't had this capability, we'd have had to send someone out to the new premises every time something came up. This saved us a lot of time," says Kloosterman. "Relocations like this one are complex enough without having to worry about remotely administering all the servers. Raritan became our assurance that we would always be able to do our jobs."

Everything was relocated over three weekends. The employees went home on the third Friday and when they came back on Monday, they could get straight to work in the new premises.

Monshouwer: "The idea was to perform the relocation as efficiently as possible and cause our colleagues little or no inconvenience. And that's what happened."

"I was busy getting all the ICT [Internet and Communications Technology] side of things ready, from pager installations to client information systems and the layout of the data center. There are lots of demands in an operation as large as this one, but I didn't have to worry about the data center at all.

Our ample preparation beforehand really paid off over the relocation weekends and this subproject was completed without problems. We had the luxury of taking over from a well-prepared starting-point."

### New setup fits in nicely

The network environment of all the offices has already been linked and the IP solution enables them all to be accessed remotely. This visibly improves the IT department's efficiency; incidents can be dealt with immediately. The new configuration includes three interconnected Paragon® 1664 KVM switches, five analog user stations and one IP user station providing access to two simultaneous users over IP. 150 servers running Windows Server 2003 and Unix are connected to the Paragon installation. The servers are divided into two management groups. "These groups both have access to the servers via the KVM solution, but cannot see each other and this works perfectly," says Monshouwer. The users have all discovered the convenience of an IP user station.

Kloosterman explains: "The advantage of two simultaneous IP users has actually become a disadvantage in this case. Because we'd all prefer to use access over IP in place of physically going to the console area, 'only' two simultaneous users is no longer enough." A second IP user station may be purchased in the near future. This will be very simple to deploy, thanks to Raritan's modular architecture.

### A pleasure to work with

Remote access specialist Artelcom has been involved with the project from the selection process to its fulfilment. All parties are very satisfied with the collaboration. Kloosterman: "Artelcom's consultancy service was excellent. They delivered the products and we had contact with them a number of times regarding configuration work. This was all handled very nicely, leading to a pleasurable and problem-free relationship." Monshouwer adds: "We are very satisfied with the performance of both Raritan and Artelcom. It was a pleasure to work with them. The Raritan solution turned out to be the perfect solution for this project; I can heartily recommend it."

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**Wiebe Kloosterman, System Administrator**

Raritan, Inc. is a leading supplier of solutions for managing IT infrastructure equipment and the mission-critical applications and services that run on it. Raritan was founded in 1985, and since then has been making products that are used to manage IT infrastructures at more than 50,000 network data centers, computer test labs and multi-workstation environments around the world. From the small business to the enterprise, Raritan's complete line of compatible and scalable IT management solutions offers IT professionals the most reliable, flexible and secure in-band and out-of-band solutions to manage data center equipment applications and services, while improving operational productivity. More information on the company is available at [Raritan.com](http://Raritan.com).

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