

GAB Robins

The GAB Robins Group of Companies provides a comprehensive network of loss adjusting, third party administration and managed care services that spans 50 countries across the globe. With more than 4,000 employees worldwide, GAB Robins handles approximately two million claims annually, providing seamless claims services domestically and globally for the property and casualty insurance market.

The Situation

GAB was in a familiar situation for many enterprises. GAB web-enabled its business, users and underlying applications including its mission critical claims processing system, ACIS. However, the existing network infrastructure supporting it all had not yet evolved and was stifling the full potential of these investments.

The GAB network consisted of over 300 remote and teleworker locations connected to corporate headquarters using low-speed connectivity from multiple providers. Typically dial-up home based agents logged in at night to push claims to the SQL database and came back in the morning when the download was complete. 900 GAB agents traveled domestically and internationally utilizing secure dial connections to access claim information that required the launch of multiple clients to connect and physically tied them to a particular laptop.

A broadband-based IP VPN immediately came to mind for GAB to solve its bandwidth constraints. However, coordinating the delivery and ongoing management of hundreds of secure broadband sites was too costly and time consuming to do internally. For mobile access GAB desired a much simpler and more flexible environment that still delivered the security it required. This led GAB in search of a solution provider that met the following requirements:

- Increase bandwidth at all locations while lowering overall costs for access and IT support
- A flexible, easy to use, secure remote access method that would not require extensive training or excessive installation time for their end users
- Consolidate remote locations onto one provider with simplified and integrated billing and support
- Migrate all locations seamlessly from existing infrastructure to new solution under a fully outsourced implementation and ongoing management plan

“At Virtela, everyone gets in a room and just does what needs to be done. There is no finger pointing or lines of demarcation when it comes to solving a problem. Virtela’s obsession with customer involvement and satisfaction was one of the prime factors in selecting them as our solutions provider.”

- Tom Broccoletti, Assistant VP of Systems, GAB Robins



A Leader In Global Risk Management Services

Industry Focus

Global Insurance Claims
 Adjusting

Size

Approximately 2,000 U.S.
 Employees

316 U.S. Locations & 900
 Mobile Users

Challenges

Find a provider who could seamlessly migrate all remote locations/ teleworkers utilizing frame relay and dial-up to a high bandwidth/performance solution while lowering network costs

Enable and manage secure mobile connectivity globally for over 900 users.

Solution

Virtela Fully Managed Site-to-Site IP VPN via broadband; Virtela Cloud-based SSL for Remote Access

Bottom Line

Virtela delivered 50%+ cost savings on monthly WAN charges, drastically improved end user support via single point of contact, & consolidated all billing

Virtela Solution

Leveraging global dial and DSL broadband partnerships worldwide in combination with proactive end-to-end management, Virtela was able to address each of the pain points that GAB Robins was facing:

Increase Bandwidth at All Locations While Lowering Overall Costs for Access and I.T. Support	Fixed locations were upgraded from 56K to larger scale DSL connections, vastly increasing bandwidth and application response. In doing so Virtela's solution was a 50% monthly cost savings and enabled GAB Robins' IT staff to focus on more strategic initiatives as a result of Virtela's end-to-end management
A Flexible, Easy to Use, Secure Remote Access Method - No Extensive Training or Excessive Installation Time	Virtela Managed Cloud SSL VPN remote access service provides GAB end users the security of a completely encrypted network with the flexibility to access resources from any SSL enabled browser. The solution eliminates the requirement of resident client software to install and maintain on individual machines
Consolidate Remote Locations to One Provider with Simplified/Integrated Billing and Support	All GAB locations and users are managed and supported by Virtela 24x7. Compared to the previous environment where numerous invoices were all sent to GAB headquarters in lump sum form, Virtela presents a consolidated invoice summary to GAB for all solution components as well as directly invoices individual locations for utilized services
Migrate All Locations Seamlessly from Existing Infrastructure to New Solution and Proactively Monitor and Maintain	Virtela assigned a dedicated implementation project management team to shepherd the deployment through from beginning to end providing the "high-touch" and seamless migration that GAB required
Increase Bandwidth at All Locations While Lowering Overall Costs for Access and I.T. Support	Fixed locations were upgraded from 56K to larger scale DSL connections, vastly increasing bandwidth and application response. In doing so Virtela's solution was a 50% monthly cost savings and enabled GAB Robins' IT staff to focus on more strategic initiatives as a result of Virtela's end-to-end management

The Bottom Line

An intense focus on customer requirements and a unique scalable approach to designing and implementing managed IP VPN solutions enabled Virtela to provide GAB Robins with an IP VPN that is ideally suited to their business. With an immediate cost savings of 50% yearly over the existing solution, Virtela site-to-site IP VPN via broadband and cloud-based SSL combined with our "high-touch" customer centric approach was the answer to a number of global networking challenges.

This is but one example of Virtela's experience and set of solutions for the Financial/Insurance industry. Due to a focus on this industry vertical, Virtela understands such companies business, networking and application needs. Be it connectivity to international locations, flexible yet simple remote access or disaster recovery plans to ensure ongoing critical customer interactions - Virtela can help.

Who We Are

Virtela Technology Services Incorporated is the world's largest independent managed network, security and cloud services company. Virtela offers an award-winning suite of services - including managed networks, security, application acceleration, mobile device management, and proactive infrastructure management - to mid-market and Fortune 500 customers around the world. Virtela offers unparalleled geographic reach to more than 190 countries through its partnerships with more than 500 carriers. Virtela is headquartered in Denver, Colorado, with globally distributed Network Operations Centers in the U.S., India and the Philippines. For more information, please call +1 (720) 475-4000 or visit www.virtela.net.