

CASE STUDY

Grange Insurance



The Customer

Based in Columbus, Ohio, Grange Mutual Casualty Company was founded in 1935 as a hometown automobile insurance company. Today, Grange is a billion-dollar insurer offering a wide range of insurance products, not only for vehicles, but for home, business and life protection. The firm's centralized data center supports 23 remote offices and field personnel in seven states, including Ohio, Georgia, Illinois, Indiana, Kentucky, Michigan and Tennessee. IT operations also support Grange's affiliate relationship with Integrity Mutual Insurance of Appleton, Wisconsin, which operates in Iowa, Minnesota and Wisconsin.

The Challenge

"Server Performance Was Deteriorating Over Time..."

To meet the demands of its growing operations, Grange began to roll out 13 new Citrix MetaFrame XPe servers in late 2002, early 2003. Bill Conklin, a Senior Lead Microcomputer Analyst at Grange who oversaw the deployment, was committed to avoiding mistakes of the past. Specifically, Grange personnel had been saving huge files to their desktops, creating massive profiles that hogged disk space and bandwidth. Users had also tried installing printers themselves, as well as unauthorized applications within Terminal Server sessions. Getting the new MetaFrame servers locked down was a priority.

Printing Problems Impact Productivity

Like many insurers, Grange has a sophisticated document management system for scanning, indexing and handling forms and documents. Even though they exist electronically, Grange personnel must regularly print documents. Between its 23 branch offices and remote personnel, such as claims adjusters and outside sales people, printing problems were generating significant help desk calls, creating headaches for administrators and a nightmare for end-users.



Who is Grange?

A billion-dollar insurer supporting 23 remote offices and field personnel in 10 Midwestern states.

Customer's Challenge:

- Control user environment
- Ensure system reliability and performance
- Reduce support costs
- Increase user productivity

Benefits Delivered by triCerat:

- Users focus on their jobs not computing problems or unauthorized applications
- Time savings – no server-side driver install, testing, updates, and maintenance
- Enhanced reliability dramatic reduction in support calls and user frustrations

"Simplify Lockdown and Printing have dramatically reduced the time and effort required for supporting our Citrix farm so we can concentrate on enhancing our claims and imaging systems. Working with triCerat has been one of the best customer service experiences I've had – on or off the job. Their products have been extremely reliable and beneficial to our company." – Bill Conklin, Senior Lead Microcomputer Analyst, Grange Insurance

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A Simplified Solution for Grange

With its main focus on customer service, Grange needed a secure and reliable Citrix environment that would provide company personnel with on-demand access to only those applications they require for doing their jobs. Conklin identified triCerat's Simplify Lockdown as an ideal tool for presenting Grange employees with a tightly controlled environment that prevents unauthorized users from accessing the command prompt, control panel, or any application that might be off limits. It also prevents users from installing seemingly innocent Java apps or Internet tool bars that in the past had replicated across the firm's servers like a virus, corrupting profiles and crashing servers.

Based on how it worked in his test environment, Conklin installed Simplify Lockdown on all of Grange's new MetaFrame XP servers. Now, using Lockdown in conjunction with local policies, user behavior is no longer a problem giving Grange's IT personnel more time for enhancing its core insurance systems.

With its widely distributed offices and operations, printing problems were frequent and well documented. Grange put an end to print problems by implementing Simplify Printing. Now Grange personnel can generate documents needed for their own use or for distribution to customers and business partners in a seamless manner. This not only reduced support cost, but more important, increased productivity and user satisfaction. "Since we installed Simplify Printing, there has not been a single printing problem that the program has not solved for us, not a single one," noted Conklin.

For Grange, the economic and operational benefits of Simplify Printing and Simplify Lockdown are significant. "triCerat has saved Grange a lot of money," said Conklin. "Simplify Lockdown and Simplify Printing have effectively reduced the time I spend resolving Citrix issues by 90 percent. Now I can focus on enhancing our core claims processing, imaging and faxing systems, and adding new users to our MetaFrame farm."

Simplify Lockdown and Simplify Printing have helped Grange eliminate vulnerabilities that increased the cost and complexity of operating its terminal server-based infrastructure. By proactively improving performance, reliability and security, Simplify Lockdown and Printing have helped Grange enhance the quality of its IT services and achieve Day Zero Protection.

Try Us Out!

Visit our Website at tricerat.com or feel free to call us with any questions at our US toll-free number: **1 800.582.5167**

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