



Getronics supports Credit Agricole in a massive Data Centre Rationalization (DCR) Project

Company Profile

Crédit Agricole Vita S.p.A. (controlled by Crédit Agricole Assurances S.A. and part of the Credit Agricole Group) provides an appropriate and targeted response to customer needs, and benefits from the efficiency and performance of the Crédit Agricole Group, one of the largest European Banking Groups.

Every day, 50,000 consultants are in contact with 50 million clients assisting them in all of their business, family and personal projects: this is one of the reasons why Crédit Agricole Assurances is the leading Bancassurer in Europe.

Locations

HeadQuarter in Milan, Italy, with around 300 employees. Crédit Agricole Vita S.p.A. uses the network of branches of the Crédit Agricole Italia Banking Group (around 600) to make available its services and products to their clients.

Activities

Since 1995 it has been offering to its customers a wide range of insurance products aimed at both individuals and companies and also retirement - social security opportunities.

Challenge

In 2017 Credit Agricole was looking for a technology partner in order to consolidate the IT infrastructure and applications platforms, previously hosted and managed in several data centres in 1 single service provider.



Sector: Finance

Solution: Cloud + Security + Integration

The Challenge & Objectives

Credit Agricole Vita has been an active Getronics' customer since more than 10 years. In 2016 we were offering the hosting service of some Virtual Machines and Physical Servers for the IT management; customer had all the core services installed and managed in different provider/datacenters in Italy.

In 2017 they launched a strategic RFP called DCR (Data Centre Rationalization), looking for 1 single IT partner that could insource and manage all the systems.

In 2018 we, as Getronics, won the RFP and today we can proudly say that we successfully completed the DCR project; now we manage more than the double of IT environments originally estimated at the start of DCR.



The Getronics Solution

In the Milan Getronics Datacenter we designed, built and run a complex cloud environment (based on Cisco Technology), a robust security solution monitored by the Getronics' SOC where hundreds of VMs, together with their databases, are daily managed in fully compliance with GDPR, ISO27001 standards and rigid SLAs.

All VMs are replicated with DRAAS in the Paris Getronics Datacenter.

Results & Benefits

Credit Agricole Vita has now 1 single IT provider managing all of the core services with a huge cost saving generated by the insourcing completed in the last 2 years.

Having all the environments managed by Getronics, it generated also a big improvement of customer satisfaction, in terms of KPIs.



Why Getronics?

We never considered ourselves as an IT service provider merely answering to a specific RFP. We are the IT business partner that listens to customer needs and always brings tangible, proven, successful results with long term view on client satisfaction.

Security aspects also played an important role in this deal: Getronics does not deliver any IT service if, behind, there is not a strong security layer installed, checked and guaranteed.

This approach underlies any new project with Credit Agricole Vita, and it's the main reason of the success we are having together with our client.

"I want to thank you personally for the excellent work done, and for the enormous support received. On my side I have conveyed, and I will do it again on the next executive committees, the following messages:

- *Getronics is probably the only IT supplier that has delivered what promised in the negotiation phase: let's keep it in mind when making future choices.*
- *I assure you that within the two companies Ca-Vita and Ca-Assicurazioni Getronics is recognized as a "model" supplier, reliable and safe."*

CAV IT Manager

ABOUT THE GETRONICS FAMILY: The Getronics family, comprising the Connectis and Getronics brands, has a complete portfolio of integrated ICT services for the large enterprise and public sector markets. This includes Workspace, Applications, Unified Communications, Data Centre, Cloud, Consulting, Partner Technology, Managed Services and Security. www.getronics.com. Getronics is a lead in the Global Workspace Alliance, a unique model that provides customers with a consistent IT service throughout the world, with one single point of contact and billing entity. www.workspacealliance.com