Insurance

Delivering **first-class customer service** that builds brand loyalty

Allianz Partners

With a Lenovo TruScale Infrastructure as a Service solution, Allianz Partners enables contact center agents to offer more agile and responsive support that helps to boost customer satisfaction, and completes key database management tasks 4.7x faster.

Lenovo
TruScale
Infrastructure as a Service

Lenovo

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Who is Allianz Partners?

Allianz Partners offers customers peace of mind and protection against whatever the world throws at them. The company provides a range of innovative health, travel, automotive, and life insurance solutions through a network of business partners and direct to consumers through the brands Allianz Assistance, Allianz Automotive, Allianz Travel, Allianz Care, and Mondial Assistance.

In Brazil, Allianz Partners has operated for more than 35 years, with 1,800 back-office employees and 12,000 contact center agents available 24/7 to provide assistance. Every month, the company receives around 420,000 calls from customers requesting urgent help and inquiring about insurance policies.

Allianz ⓘ

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The
Challenge

To ensure a first-class customer experience during every call, contact center agents must be able to pull relevant information quickly and reliably from critical databases. However, Allianz Partners experienced significant performance and availability issues with the servers supporting the systems. As a result, there was a growing risk of customers facing long waiting times to receive vital information.

To safeguard quality of customer service, Allianz Partners therefore decided to modernize the server infrastructure, improving reliability and resilience, and increasing processing power to minimize database query times. The company also wanted to embrace a flexible IT acquisition model that would make it easy to scale capacity in line with growing workloads, and to control costs.

"Waiting on hold for long periods during calls can have a really negative impact on customer satisfaction, and even increase the risk of churn. We knew that by reducing our average handling times for contact center interactions, we could develop a much stronger customer experience."

Alexander Bispo
IT Infrastructure Manager, Allianz Partners

Acquiring **flexible, scalable, high-performance** infrastructure

Having established the technical requirements, Allianz Partners engaged its long-term systems integrator Traces Group to find the right solution. Traces Group proposed a Lenovo TruScale Infrastructure as a Service (IaaS) solution that would enable Allianz Partners to acquire high-performance servers purpose-built for demanding database applications, without incurring high upfront costs.

Alexander Bispo adds: "Selecting Lenovo TruScale IaaS enables us to avoid the cost and complexity of upfront investments. Instead, we benefit from a pay-as-you-go commercial model, which means we retain more funds to invest in business innovation."

Services
Lenovo TruScale Infrastructure Services:
Advisory, Design, and Implementation
Managed Services
Dedicated Customer Success Manager
Continuous Monitoring, Health Checks, and Updates

Hardware
Lenovo ThinkSystem SR530
Lenovo ThinkSystem SR650

Software
Lenovo XClarity
Oracle Database

Optimizing database response times

Allianz Partners worked closely with Traces Group to implement the new infrastructure, which consists of Lenovo ThinkSystem SR530 and SR650 solutions. During the rollout, Traces Group created a tailored server configuration to optimize the performance and reliability of the Oracle database, reducing the risk of bottlenecks and unexpected interruptions to service continuity.

Thanks to the Lenovo TruScale IaaS solution, Allianz Partners can increase server capacity as soon as business volumes increase, without worrying about procuring additional hardware. And by ensuring that its infrastructure is always matched to its needs, Allianz Partners eliminates waste and reduces emissions. "We now have cloud-like agility for our on-premises infrastructure," adds Alexander Bispo. "We can access just the right capacity for our needs, avoiding the risk of costly overprovisioning."

What's more, Allianz Partners is using Lenovo XClarity to monitor the power and temperature of its infrastructure. These insights help the company to optimize power use and improve energy efficiency—supporting more sustainable data center operations.

"With Lenovo TruScale IaaS, we only pay for the resources that we actually consume, and we have full transparency over our spending levels. We are moving towards a much more cost-effective infrastructure model."

Alexander Bispo
IT Infrastructure Manager, Allianz Partners

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Results

With the move to Lenovo TruScale IaaS, Allianz Partners has reduced average handling times by 22 seconds for 6% faster resolution—contributing to a much better customer experience. Contact center agents now surface information from the Oracle database much faster to solve queries from customers and business partners, preventing long, frustrating waits and helping to boost satisfaction ratings.

Higher levels of efficiency in the contact center will also enable Allianz Partners to handle an additional 20,000 calls per month without having to increase headcount, resulting in 5% higher productivity.

Furthermore, Allianz Partners has successfully streamlined and accelerated many other key business processes. For example, backup jobs for the critical Oracle database environment now run 4.7x faster than before; what previously took up to seven hours is now completed inside 90 minutes.

✓ Reduces average handling times for calls by 22 seconds for 6% faster resolution

✓ 4.7x faster backup processes for critical Oracle database

✓ Boosts customer satisfaction and fosters long-term loyalty

"Our Lenovo infrastructure has had a really positive impact on our quality of service. We can now deliver more reliable, responsive assistance during the hundreds of thousands of calls we receive each month."

Alexander Bispo
IT Infrastructure Manager, Allianz Partners

Why Lenovo?

Allianz Partners received a strong recommendation for Lenovo from trusted IT partner Traces Group. The company realized this proposal carried a lot of weight, as Traces Group possesses considerable experience managing Oracle database modernization projects. Then, when assessing the technical specifications of the Lenovo solution, Allianz Partners realized it offered the ideal combination of performance, scalability, and cost-effectiveness to support its critical database environment.

Partner perspective: Traces Group

"Lenovo solutions were ideal for meeting the
infrastructure requirements of Allianz Partners.
We combined the exceptional processing power
of the Lenovo ThinkSystem servers with specific
configurations for the Oracle database to deliver
significant performance gains for the company."

Daniel Franchim
CEO, Traces Group

TRACES

How can insurers deliver unbeatable customer service?

With Lenovo TruScale Infrastructure as a Service, Allianz Partners reduces database response times and helps contact center agents offer more responsive support.

[Explore Lenovo TruScale IaaS]

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