

## LOBETEAM



Case story: "danmark"

"danmark" changes their IT- platform –  
only the data is retained



## ”danmark” changes their IT platform

### – only the data is retained

*The health insurance association ”danmark” had to perform a complete platform and hardware change for all servers and clients. Simultaneously with the scheduled modernization, ”danmark” has, in close partnership with Globeteam, consolidated a number of services for one central location. The result is: An easier IT administration, a more stable, flexible and reliable platform plus satisfied users, members and interested parties.*

The health insurance association ”danmark” has a healthy business conducted on the member’s conditions. The association has an aim to pay 90 cent out of every dollar back to the members. Thus, the staffs of employees are relatively small in order to minimize the expenses – only 150 employees provide information service for 1.9 million members. Out of 150 employees 3 are responsible for development and running of the natural spine of the house – its IT infrastructure. However, with time the infrastructure had been unnecessarily complex to maintain simultaneously with the platform having trouble meeting the business’ high level of service, speed and growing quantity of data. The association’s challenge became therefore the IT department’s challenge. *”We planed a modernization of ”danmark’s” IT infrastructure because we knew that our hardware were outdated. For instance, we had a growing failure rate and several machines were driven to their knees”,* says Henrik Stahr who works as a group leader and systems administrator in health insurance association ”danmark”. He continues: *”In addition to this, we were about to run out of storage on the file server – the backup window was completely filled, which meant that we had to find another solution. And it could not be fast enough. At the time we considered either to save the backup or perform a platform change”.*

### A very professional proposal and solution

The choice fell on a complete modernization and replacement of the existing IT platform – both hardware, software and applications needed to be upgraded and changed. On the basis of a thorough analysis the market was scanned for potential collaborators and a partnership with Globeteam and Atea were formed. *”There were several reasons why Denmark chose to enter into partnership with Globeteam and Atea. Earlier, we had been a loyal customer of another big consultancy, but Globeteam’s proposal was much more professional. They simply tore the analysis apart and were critical. That threw us into new considerations, which had the result that the solution became much better than anticipated”,* says Henrik Stahr who definitely haven’t regretted the change.

Globeteam A/S  
Gentoftegade 118-120  
2820 Gentofte

T. + 45 70 26 29 70  
F. + 45 70 26 29 80  
M. info@globeteam.com

www.globeteam.com



## Problem:

The health insurance association "danmark" faced a planned modernization of their IT infrastructure. The reason for this was that the association's hardware and software were outdated, which among other things resulted in a growing rate of errors and critical backup problems. Furthermore, "danmark" was aware of the fact that the outdated platform had difficulties fulfilling the association's and the users demands.

## Solution:

A complete platform plus a change of hardware on all the servers together with the clients' servers. This included among other things:

- ✦ Upgrading of the server from Windows 2000 Server to Windows Server 2003
- ✦ Exchange Server 2000 to Exchange Server 2003
- ✦ Replacement and installation of new workplaces for all employees in "danmark".
- ✦ Microsoft Business Desktop Deployment (BDD) concept – automation of the installation of workplaces.

## Advantages:

The administrative and commercial advantages lie in the fact that the platform has become much more safe, fast and easier to maintain and run. Furthermore, "danmark" has with the centralization and consolidation of their servers released resources that today are used to IT development work

The most important priority in the project was that the structure had to be valid in 4 years and simultaneously it should be able to support new and future technologies in the intermediary period. Specifically, the platform change revolve round a server upgrading from a Windows 2000 Server to a Windows Server 2003, a Exchange Server 2000 to a Exchange Server 2003 plus when it came to clients a Windows 2000 Professional to a Windows XP. Only the business' data should be retained.

*"Our "bread and butter" (red: electronically member registration- and bookkeeping system) did not run optimally. Among other thing, the modernization helped the system become a little faster", says Adam W. Kjær, IT consultant at "danmark".*

## Reduced working expenses and satisfied users

The health insurance association "danmark's" existing Exchange structure was a traditional decentralized structure, where all regional offices had their own Exchange Server. Among other things, the advantages with the upgrading were centralization and consolidation of the Microsoft Exchange platform from 12 locations to 1. *"We have gained a lot by drawing in the servers and run centralized. We run centralized not just by means of Exchange, but also by virtue of tools like the Microsoft Business Desktop Deployment (BDD) concept that gives directions in how to carry through upgrading projects centrally with as few connections as possible. Herewith, we have gotten automated the installation of workplaces. Earlier, we went out with an installation manual at every location. Now we employ our resources to test the software thorough on a machine, before we subsequent unroll it on all 150 machines. It has abbreviated the process and not at least reduced the number of support calls",* says Adam W. Kjær, IT consultant at "danmark".

*- " Gradually, it was also becoming embarrassing to be in the IT department. Several employees had become new home PCs with updated Office packages that were much faster and more effective than the machines in "danmark". With the planned modernization we have definitely also gotten more satisfied users",* says Henrik Stahr.

## Mission accomplished

The goal for the health insurance association "danmark" was to establish a platform that was a standardized as possible and it has proven a success. *"We have reached an up-to-date platform that is geared to grow. One of our requests was that the platform should be easy to maintain, it should be reliable and it should be much faster. This we have archived. Both the centralization and the standardization have brought about that the resources that we earlier used on maintenance of the systems are now used on development work",* says Adam W. Kjær.

To the question of whether "danmark" has achieved commercial gains with the modernization, Henrik Stahr answers: *"Commercially, it has been a success. It really has. We couldn't go back and simultaneously live up to the demands that the business has to the IT infrastructure".*



## "danmark"

The health insurance association "danmark" is owned by 1,9 million members. The purpose of "danmark" is to ensure every single members health, so that they get off as cheaply as possible from the disabilities, that will come along the way. "danmark" has 12 regional offices across the country and employ a total of 150 employees.

Partner: **Atea**

*"The co-operation with Globeteam and Atea have been absolutely amazing. It has worked 110% on our grounds. They have understood our commercial challenges and have taken us seriously from beginning to end – even though we are a small client", says Henrik Stahr, group leader and systems administrator in the health insurance association "danmark".*

### Contact:

Claus Moldow, Managing Director: Mobile phone: 2631 0001, e-mail: [cm@globeteam.com](mailto:cm@globeteam.com).  
Morten Strunge Nielsen, Principal for Globeteam Microsoft Team: Mobile phone: 2631 0200, e-mail: [msn@globeteam.com](mailto:msn@globeteam.com)

**Formateret:** Portugisisk (Brasilien)