

hp success story



on-line solutions save time
and increase efficiency

AXA is a worldwide leader in the insurance and investment industry, with 50 million clients and presence in 60 countries across Europe, North America and Asia-Pacific. AXA's mission is to serve as the local reference in providing insurance and other financial services in each geographic area.

To maintain consistent service to its clients, AXA relies heavily on HP's online IT Resource Centre (ITRC), and benefits from the company's on-site technical support.

In addition, AXA Spain recently upgraded four HP 900 servers (from 2,450 Mhz Cpus to 2,750 Mhz Cpus and from 2GB Ram to 3 GB Ram), significantly increasing speed and capacity of its Oracle-based applications, such as Siebel, SAP and Data Warehouse (an in-house data resource).

reliable support and information

When technical problems occur AXA turns to HP's IT Resource Centre (ITRC), a personalised Web site where IT professionals can obtain the

tools and services needed to help keep systems running productively. The ITRC has three main sections: maintenance and support, education and training, and the forum.

AXA regularly uses the on-line forum. "Thanks to the forum, we're able to find quick solutions to our problems," said Justo Expósito, Unix systems manager for AXA.

He appreciates the qualified technicians that provide instantaneous answers. "We can ask questions directly online to the experts, in real-time, and receive immediate responses."

Justo recently had a problem with Service Guard software. The HP technician quickly and efficiently explained to him how to enlarge a Volume Group in one of the nodes and the problem was resolved.

While problem solving is crucial, the ITRC is also a wealth of easily accessible information. "The HP Web site is not just to resolve problems. There's a great deal of pertinent information that we use on a daily basis that allows us to learn from our on-line experience."

increased capacity

When it doubled incoming call traffic by adding a second call centre, AXA needed to increase its server capacity. The HP 9000 Enterprise servers provided the right solution.

The extra capacity reduces response times when dealing with call centre customers. Since the new database works better and faster, the user receives a much quicker response.

"Using the HP online service saves time when changes need to be made. Response times are quicker, staff need less supervision, and the end result is that the client receives better service."

Justo Expósito, UNIX systems manager, AXA Seguros

Benefits, however, were not limited to the call centre structure. "The improved hardware makes everything work better," added Justo. Software patches, for example, can be downloaded quicker and easier. "When we've got to download large amounts of data the extra capacity comes in very handy."

future projects with hp

HP offers all the elements that AXA requires from a supplier: security, efficient support, hardware/software reliability and consistent functioning of services.

AXA is already planning future projects with HP. Advanced Web support services are being developed and AXA intends to expand HP applications to support these changes. Without the increased capacity that HP provides, this enhancement would not be possible.

For more information on how working with HP can benefit you, please contact your local HP sales representative or reseller, or visit: <http://www.hp.com/>

customer at a glance:



industry sector: Insurance

name: AXA Seguros

headquarters: Spain

founded: 1846

telephone: +34 902 404084

URL: www.axa-seguros.es

technology highlights:

- **hp 9000 Enterprise Servers**
- **hp UX 110**
- **hp IT Resource Centre (ITRC)**

challenge

- **Resolve technical problems quickly and efficiently**
- **Obtain reliable and up-to-date information**
- **Increase technical capacity to allow for an increase of call centre traffic**
- **Ensure reliable ongoing assistance to aid the development of advanced Web support services**

solution

- **hp 9000 Enterprise Servers**
- **hp UX 110**
- **On-site technical support**
- **hp IT Resource Centre (ITRC)**
- **Information exchange using forums**
- **General information source downloads**

results

- **hp servers provide increased capacity and speed**
- **Efficiency and productivity increased**
- **Application performance improved**
- **Staff requires less supervision**
- **Up-to-date software patches can be downloaded quickly and easily**
- **Questions can be asked online, directly to the experts, in real time, and responses are immediate**

why hp?

- **Security**
- **Efficient online and on-site support**
- **Hardware/software reliability**
- **Consistent functioning of services**

Publication Number: 5981-7083EE

Written May 2003



Technical information in this document is subject to change without notice.

©Hewlett-Packard Company 2003.
All rights reserved. Reproduction, adaptation, or translation without prior written permission is prohibited except as allowed under the copyright laws.

Published in Europe 5981-7083EE