

hp success story



less paper more speed

Royal & SunAlliance is the UK arm of the international Royal SunAlliance Insurance Group, it provides insurance products in over 130 countries. In the UK, it insures over 3.7 million cars. Lined up from bumper to bumper they would stretch from London to Alice Springs in Australia. It insures over 3.5 million homes. That is equivalent to a city five times the size of Birmingham, England's second largest city.

**problems keeping up to date**

The company's UK operation uses around 50 HP 9000 servers, of different models. Jim Crawford, its mid-range and server operations leader, points out that an inventory this size means constant change. The older servers are constantly being upgraded to new models. Crawford and his team need to ensure that all support contracts are being up dated.

## from paper to online

The team have to oversee all support contracts for all systems; "Just keeping track of the paperwork is confusing," said Crawford. The contracts run to 140 pages with a further 43 pages of disaster recovery contracts. The team use HP's Support Contract Assistant (SCA) to manage this task.

Support Contract Assistant is an online Web-based aid to managing support contracts. It allows users to manage contracts and proposals online, thus eliminating the problems associated with paper filing systems. Now through SCA the user can see the contract on a Web browser. Information about the contracts and equipment can be exported for asset management and budgeting purposes.

## a speedier solution

As Crawford explains, "The benefit is that there is a lot less paper flying around. It used to be that every time there was a change we had to wait for the contract to be printed at HP's offices and then sent to us. Now it is available online and if we want a hard copy we can print it off. Normally though we rely on the electronic copy." Royal & SunAlliance previously used e-mail to request updates to its contracts, but with SCA those updates can be requested online. This means that the system has an immediate record of any requests and the according result.

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*Jim Crawford, mid-range and server operations leader, Royal & SunAlliance*

## challenge

- **To maintain control of support contracts for over 50 systems**
- **to ensure support contracts are always up to date and reflective of the latest changes**
- **To speed up response times in obtaining the latest information and the status of the support contract**

## solution

- **Use Hewlett-Packard's Support Contract Assistant**

## results

- **Information received by the customer reflects the latest state of the contract**
- **Updating the contracts online is quicker and more accurate than previous methods**
- **Information can be exported asset management or budgeting tasks**

## why hp?

- **Support Contract Assistant is a value added service provide free of charge by HP**

"So it has cut down the paper work," he continued, "and it has speeded up the process."

In addition to the time-saving aspect, this service is free. "We did not choose to use this Web site. HP made it available to us as part of the service at no extra cost." Royal & SunAlliance has been using SCA from the very early stages of the service.

The team's final verdict: – "It's a good solution." It should also save some trees.

For more information on Support Contract assistant, please visit: [www.esca.hp.com](http://www.esca.hp.com)

For more information on how working with Hewlett-Packard 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:** Royal & SunAlliance

**headquarters:** Horsham, Sussex, UK

**founded:** 1996

**telephone:** +44 (0) 143 232 323

**number of employees:** 22,000

**1999 / 2000 revenue:** £8.372 million (€13.450 million) Global premium income

**URL:** [www.royalsunalliance.co.uk](http://www.royalsunalliance.co.uk)

## technology highlights:

- **50 x HP 9000 series servers**

## partner:



**company:** Morse Group Ltd

**headquarters:** London

**founded:** 1983

**telephone:** +44 (0) 20 8380 8000

**number of employees:** 850

**annual revenue:** £506m

**URL:** [www.morse.com](http://www.morse.com)

**Business:** supplier of IT infrastructures, and professional services

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