RHODIAN
IT Services • Cybersecurity • Compliance

Insurance Company Embraces IT-as-a-Service and Virtual Desktop Infrastructure to Alleviate Growing Pains

Marshall & Sterling Insurance writes property management, casualty, and employee benefits insurance for customers around the world. It's a thriving agency that's 100% employee-owned and operates with a vibrant community of over 500 employees.

The agency has a 150-year history of caring for its customers. While Marshall & Sterling promises to be there when customers need them most, the agency didn't feel their aging infrastructure was there to support their own growth. Over the years, they expanded operations through a mix of organic growth and the acquisition of other agencies. The result was a mix of legacy and acquired systems that were complex and costly.

According to Jim Dahoney, Executive Vice President and Chief Operations Officer for Marshall & Sterling, this complexity became a management and financial challenge. IT staff resources were consumed with integrations and oversight, and they were overspending on too many hardware and software contracts, with little ability to project their monthly IT costs.

Operationally, employees were working in silos. Local systems required time and resources to manage each desktop with ongoing user support. Any data stored locally was potentially at risk for loss or breach. With so many disconnected systems, backup and failover to their colocation center were labor-intensive, taking them away from other IT tasks. The agency knew an IT upgrade was needed, yet a rip and replace of its data center and colocation systems was out of the question.

CUSTOMER
Marshall & Sterling Insurance

INDUSTRY
Insurance

PROBLEM
Needed to consolidate and scale capacity for business growth, efficiency, and cost control

SOLUTION
ITaaS and virtual desktop infrastructure (VDI) from Rhodian, connected to a secure private cloud

RESULTS
IT simplicity, security, and scale with price control via a fixed cost per user and remote capabilities

Virtualized in a Private Cloud

After researching solutions, Dahoney says they chose Rhodian Group for IT-as-a-Service (ITaaS) that would virtualize their desktop environment in a private cloud with offsite backup and failover to their colocation center with a fixed per-user monthly cost. Once deployed, the VDI solution replaced local desktops to connect employees with their applications and services on any internet-connected device at any location.

Instead of data and applications being accessed locally, they were provisioned from a Rhodian private cloud that was managed and safeguarded with Fortune 500-level protection by Rhodian IT staff. By migrating to VDI and private cloud services, Marshall & Sterling eliminated the complexity of managing disparate desktops across their different sites. Instead, their virtual desktops could be centrally managed for IT efficiency and workflow continuity.

The secure private cloud aided in compliance for sensitive financial and personal data by eliminating the need to store documents on unsecured devices. Virtual desktops were further protected by firewalls, encryption, and antivirus, with backups to the agency's colocation center for failover. Not only was the environment more secure and easier to manage, but Rhodian Service Desk support was available on demand agency-wide, taking the load off IT staff who could reinvest their time in business innovation.

Cost Control and Remote Capability

Since transitioning to ITaaS from Rhodian with a VDI implementation, Marshall & Sterling has decreased IT operational costs by reducing hardware and software contracts. They also have budget predictability with fixed-cost-per-user monthly pricing from Rhodian.

As the agency grows, virtualized desktops can be provisioned without workflow disruption or costly capital upgrades. Productivity is improved with employees all having real-time access to the same information stored within the Rhodian private cloud. Backup and failover are simplified because applications and data are centralized within a single location for seamless recovery.

The security of data is assured for compliance requirements, with Rhodian secure private cloud with desktop protection. And according to Dahoney, while the company migrated to Rhodian to ease IT growing pains, the solution paid off when COVID-19 necessitated a transition to remote work. Employees were able to log in to their desktops from home to maintain operations and stay true to their commitment to being there when their customers needed them most.

About Rhodian Group

Rhodian Group removes the complexities between insurors and people through IT, Cybersecurity, and Compliance services. We pair powerful virtual desktops, industry-leading Cybersecurity solutions and consulting, and a domestic 24/7 Service Desk to create accessible, reliable, and secure work environments.

Rhodian helps simplify your technology systems to return time, budget, and resources back to your team, so you can focus on what you do best: growing your business.

Contact us today to learn more about our ITaaS solutions.