



CUSTOMER PROFILE



**Southern Farm Bureau  
Casualty Insurance Company**

Ridgeland, MS

**sfbic.com**

**Industry**

Insurance

**Annual Revenue**

\$1.25 billion

**CA Products**

- Unicenter® Network and Systems Management
- Unicenter® Management Portal
- Unicenter® Service Level Management
- Unicenter® Advanced Network Operations
- Unicenter® Management for Microsoft Exchange
- Unicenter® Management for Web Servers
- Unicenter® Remote Control
- Unicenter® Asset Management
- Unicenter® Software Delivery

**CA Advantages**

- Modular and integrated solution
- Market's broadest coverage of operating systems, protocols, applications and devices

## Southern Farm Bureau Saves \$230,000 With CA's Unicenter® Network and Systems Management Solutions

*"The truth is, Unicenter® tools are so powerful we are using them in so many more ways than we ever dreamed."*

— Kenneth McCardle, Assistant Vice President of Information Systems  
Southern Farm Bureau Casualty Insurance Company

### A Tradition of Strength and Stability

Southern Farm Bureau Casualty Insurance Company (SFBCIC) is one of the largest property and casualty insurance companies in North America. Established more than 50 years ago, this multi-line regional property and casualty insurance company operates in six U.S. states — Arkansas, Florida, Louisiana, Mississippi, South Carolina and Texas.

### Application Process Challenges

In July 2004, SFBCIC plans to roll out a revolutionary process for delivering insurance applications on-demand. Prospective customers will be able to walk into an SFBCIC office and walk out 30 minutes later with a policy in hand — a vast improvement over the historical turnaround time frame of two weeks. With this new process, customer expectations will be much greater; therefore, SFBCIC needed to ensure that the infrastructure and applications supporting this process would be available and performing at all times. It also needed a solution that would help ensure that problems would be immediately detected and quickly resolved, preferably without any end-user impact.

The strategic initiative to deliver insurance applications in 30 minutes or less was the primary reason that SFBCIC licensed Unicenter® solutions from Computer Associates International, Inc. (CA). The benefits SFBCIC has realized have extended far beyond what it had initially foreseen, including unexpected and significant cost savings, and the ability to demonstrate to executive management the value that the IT group delivers.

### SFBCIC Saves \$150,000 a Year by Eliminating Need for Frame Relay Service Contract

CA's Unicenter® Network and Systems Management (Unicenter NSM) helps ensure that the applications and infrastructure supporting SFBCIC's processes are available and responsive to the business on-demand. Some outages and problems are avoided altogether due to the solution's automation and policy-based management capabilities.

By monitoring the frame relay connections, alerting the IT staff to problems and indicating the likely sources of those problems, Unicenter® Advanced Network Operations helped



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**sfbic.com****Key Benefits**

- Support new insurance application process that cuts turnaround time from two weeks to 30 minutes or less
- Saved \$150,000 by canceling contract with service provider monitoring frame relay service
- Saved \$80,000 in application server purchase costs

**Key Unicenter Network and  
Systems Management  
Features**

- Predictive and historic analysis for intelligent capacity planning
- Portal capabilities — highly personalized and easy to use
- Intuitive visualization adapts to unique situations
- Enhanced root-cause analysis and advanced event correlation

**Key Business Processes**

- New insurance policy creation
- Troubleshooting and preventing application and infrastructure failure
- Identifying server utilization levels
- Demonstrating value of IT to executive management

**IT Environment**

- 500+ servers, including IBM mainframe

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enable SFBCIC to cancel a \$150,000-a-year frame relay service contract it had in place with its frame relay service provider. "It used to be that we would find out about problems when users called in to complain," said Kenneth McCardle, Assistant Vice President of Information Systems at SFBCIC. "Now, Unicenter automatically detects, and in many cases resolves, problems before users are impacted. When we do get calls from users, we are armed with information, so we can tell them what happened and when it will be fixed."

### Unicenter NSM Identifies Underutilized Resources, Saves SFBCIC \$80,000

Unicenter has also enabled SFBCIC to make more efficient use of its existing IT infrastructure. Unicenter quickly identifies resources that are underutilized and helps the IT organization get more value out of the investments it has already made in its infrastructure.

On one occasion, SFBCIC considered purchasing new application servers. Application performance had degraded and an IT manager suspected that CPU utilization had reached its limit. Unicenter NSM identified that the existing application servers were only utilized at 20% and that the problem lay outside the servers. With additional analysis, Unicenter NSM helped SFBCIC reconfigure its infrastructure to improve application performance without requiring the purchase of application servers that would have cost up to \$80,000.

### Providing an Executive-Level Snapshot of IT Health

IT organizations increasingly need to justify the value that technology is providing to the business. Unicenter® Management Portal has helped SFBCIC do just that. Unicenter Management Portal enables SFBCIC to tailor views to the needs of different individuals. For instance, SFBCIC provides business-level snapshots that enable executives and business managers to know at-a-glance whether there are any major IT issues affecting the business. "Corporate management doesn't care about whether hundreds of servers, databases and routers are up and running. They want to know if business functions such as 'claims processing' are up and running," explained Robert Mahaffey, SFBCIC Project Manager.

### Looking Ahead

SFBCIC is exploring new ways to work with CA to improve its customers' experiences. By leveraging Unicenter and VMware virtual machine software, SFBCIC can manage its virtual machine environments. Unicenter® NSM Option for VMware Software can indicate when additional resources are needed to support a particular application and Unicenter® Network and Systems Management Dynamic Reconfiguration Option interfaces with VMware to dynamically allocate resources in response to changing needs.

"The truth is, Unicenter tools are so powerful we are using them in so many more ways than we ever dreamed," said McCardle. "The technology is transparent to our sales agents and our customers. It all just works. Thanks to Unicenter, I'm confident we can provide quick, responsive service to our customers and meet the service levels to which we have committed."

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