SBC Internet Services Helps Accelerate Insurance Company's Business

TIB Insurance Saves Thousands Each Month with SBC PremierSERV℠ IP-VPN Solution

Challenge
Increase speed, security, and reliability of the TIB Insurance business data network and reduce current networking costs and deploy the network with no increase in staffing.

Solution
Implement a secure, affordable and fully managed SBC PremierSERV℠ Internet Protocol-Virtual Private Network (IP-VPN) from SBC Internet Services.

Result
Performance in both response and reliability has improved for TIB's key locations across the country. Additionally, TIB Insurance has saved $1,500 to $1,800 each month over previous network solution.

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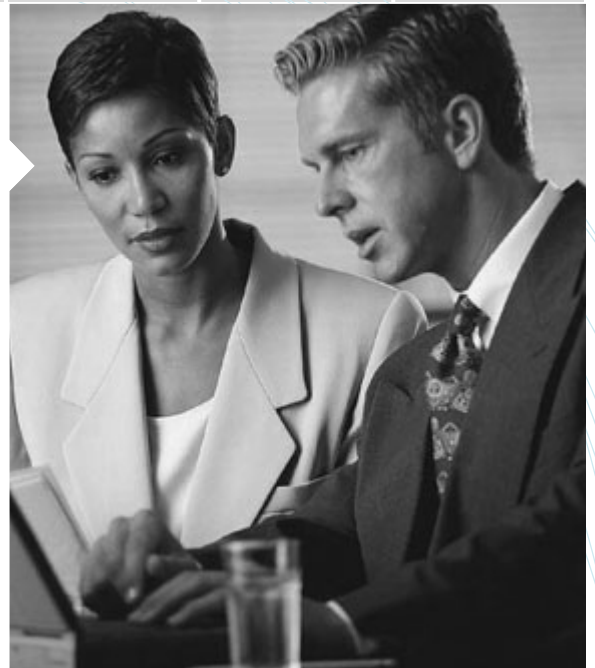
Response Drives Business

The enterprise-wide Virtual Private Network that SBC Internet Services initially installed for TIB Insurance replaced a Frame Relay-based network architecture that connected the company's key locations on both coasts. Business growth and the requirement to conduct customer service at Internet speed drove the insurance company to investigate the design and installation of a new network.

"Improving response time and increasing the security of our data network was what drove our decision to undertake a network upgrade in 2001," said Eddie Huerta, management information services manager for TIB Insurance of California. "The hurdle we faced then — and now — was manpower. We had to implement the system without adding new staff."

TIB elected to go with the SBC Internet Services team because it will design the system, manage the system configuration, source the required equipment, and develop system security, Huerta said.

"An SBC Internet Services team is literally installing our system upgrade, just as it did when we initially deployed the IP-VPN two years ago," Huerta said. "And, SBC Internet Services manages the system operation and associated maintenance for me."

"No one else that we talked to offered that," Huerta added. "In all other cases, we had to buy the equipment and put the system together ourselves. Since we have a small MIS department, that simply was unacceptable."

TIB's IP-VPN Essential for Success

The SBC PremierSERV IP-VPN Service is a fully managed, Internet Protocol (IP) based Wide Area Network (WAN) service. By using tunneling protocols and unique security encryption to maintain privacy, SBC PremierSERV IP-VPN delivers a private data network over the public Internet infrastructure. SBC PremierSERV IP-VPN is much like having a system of owned or leased lines that can be used by only one company.

The SBC PremierSERV IP-VPN architecture creates direct or transparent connections between locations, whether they're site to site, employees working remotely or business partners through an extranet. As a secure gateway, the IP-VPN allows transmission of any type of data — no matter how important or confidential — anywhere in the world. There are Service Level Agreements that cover network availability, latency and protection from packet loss. As has been TIB's experience, the IP-VPN is scalable, growing as the company's business continues to grow. And as a managed, turnkey solution, an SBC PremierSERV IP-VPN provides customers with integrated billing, hardware, software and Internet access.

The heart of TIB's IP-VPN is a router/encryptor combination attached to the central server at the insurance company's headquarters in Glendale, Calif. The company's critical data traffic is routed over high-speed DSL to SBC Internet Services' nationwide IP backbone. With the IP-VPN's distributed security, data encryption and decryption is done server to desktop and Local Area Network (LAN) to LAN as customer and critical financial information travel between TIB locations and remote users in California, New York, Maryland and Florida.

"Our IP-VPN has been essential for our success," Huerta said. "IP-VPN works better for us than the Frame Relay system it replaced. Our employees and customers enjoy better response. The network is more reliable. I can easily manage it with the help of my SBC Internet Services team. And, as a bonus, we have reduced our data networking costs $1,500 to $1,800 a month."