$15B Financial and Insurance Concern

Situation: The technology group at a multi-billion dollar North American Insurance company had developed a thin-client architecture to support a variety of installed and new applications. The company wanted a way to identify candidates for migration from a 'Fat' NT to thin-client UNIX architecture. The company didn't know which applications to target. Their two business objectives were: 1) Lower cost and 2) Limit business risk.

Executive's Perspective*:* The CIO understood that migrations are often risky. While the appeal of the thin-client approach was high, the executive wanted to make sure to target applications that were ideal from cost/value and risk standpoint.

Solution: Software and services were delivered to build an application value portfolio with granular segments of targeted candidates for thin-client migration. This allowed for ranking those applications that delivered the best overall business value with the thin-client solution (i.e. cost savings, improved availability and better inherent flexibility with lowest risk). The effort took about six weeks of focused data collection and subsequent analysis. Once built, the applications in the value portfolio were analyzed to determine the cost, complexity and business value impacts of migration with business cases presented over a five-year period.

Outcome: The Company now has a standard way to make its thin-client decisions based on business value, not solely costs. Not surprisingly, the decision was made to focus the majority of thin-client efforts on new applications, such as certain new agent systems and avoid the negative business impact of migrating existing legacy applications. Despite the apparent cost saving benefits, many of the targeted applications proved to be to risky to migrate because of their complexity and the potential for loss of business value (to users) that would have occurred had the application been migrated.

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