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Powering change in the world of insurance

MetLife Korea enables greater digitization across the business with a fivefold to tenfold increase in processing speeds using Dell Technologies

MetLife   Finance & Insurance | Korea

Business needs

MetLife Korea wanted to move from an end-of-life Unix-based platform for one of the company's key systems to an open-standards infrastructure for greater business digitization. It wanted a solution that could enable IT transformation while at the same time delivering greater processing speeds to raise efficiency levels.

Solutions at a glance

- Dell EMC VxBlock 1000
- Dell EMC XtremIO
- Dell EMC Unity
- VMware vSphere

Business results

- Drives IT transformation through a simplified infrastructure
- Supports application development for a digital era
- Gains 5–10 times faster processing speeds
- Makes end-of-month reports available 10 times quicker
- Implements transformational IT solution in 1 week

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Kwang Hee Lee
Team Leader, IT Development 2 Team,
MetLife Korea

MetLife Insurance Company of Korea (MetLife Korea) was established in 1989 and is part of the global MetLife group, a Fortune 500 company with a presence in nearly 50 countries. MetLife Korea is ranked fourth in the domestic variable insurance market in Korea and has approximately 600 employees.

A change of policy on Unix

At the heart of MetLife Korea is MetSys, an IT infrastructure enabling approximately 1 million backend processes every day, which include online transactions and actuarial operations in the field. Processes also include operations relating to contract administration, sales and financial management. Originally built on a mainframe platform with a Unix operating system, MetSys didn't fit with the company's goals to continue digitizing operations based on easier-to-develop open-standards technologies. Kwang Hee Lee, team leader, IT development 2 team at MetLife Korea, says, "The technology had come to the end of its working life, and we had to modernize."

Delivering transformation with a trusted partner

MetLife Korea turned to Dell Technologies, which already supported MetLife businesses around the world. MetLife Korea had a good relationship with Dell Technologies, whose solutions, including XtremIO and Unity storage arrays, were situated in the data center. The performance of the solutions, the relationship with the local account team, and the success of businesses in Korea in laying the foundations for digital transformation with Dell Technologies gave MetLife added confidence.

Based on its knowledge of the MetLife Korea business and its IT goals, the Dell Technologies team proposed VxBlock 1000, a converged infrastructure that delivers compute, storage, data protection and networking through a VMware vSphere–based virtualization and system management plane. Mr. Lee says, "The Dell Technologies team provided a demonstration of VxBlock 1000's capabilities, and we spoke to colleagues in the U.S. who had successfully migrated from their own Unix system to VxBlock."

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Team Leader, IT Development 2 Team, MetLife Korea

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Transformation delivered in one week

MetLife Korea deployed VxBlock 1000 running a Red Hat Enterprise Linux (RHEL) operating system, with the assistance of a Dell Technologies team. SunAe Yeo, team leader, IT development 1 team at MetLife Korea, says, "It was the fastest deployment of any IT project of this scale at MetLife Korea." Installation and verification were done in a week, with the overall Unix-to-Linux migration completed earlier than the original timeline. As a result, the business was able to accelerate the time-to-market schedule for a new service.

Processing runs 5-10 times faster

MetLife Korea has an open-standards platform on which to drive its IT transformation strategy and the development of applications for a digital era. With VxBlock 1000, the company can support high-performance IT at scale and build out its application stack to enable faster customer- and agent-facing services across web and mobile digital channels. Furthermore, the organization has simplified the path to a cloud integration thanks to the open architecture. MetLife Korea has already seen a significant uptick in the speed of batch processing on MetSys. Comments Mr. Lee, "Crunching the 1 million or so backend processes every day is now 5 to 10 times faster with Dell Technologies. Reconciliation tasks also take less time, increasing overall efficiencies."

Greater focus on innovation

The MetSys platform running on Dell Technologies takes up just half the space it used to compared to the legacy Unix infrastructure. Furthermore, the ease of management, integrated data protection and simplified lifecycle management through VxBlock Central have reduced the time IT needs for routine administration. Ms. Yeo says, "The IT team can focus more on business service quality and innovation with VxBlock." The team also has the support of Dell Technologies Customer Advocate (CA) Service to make support handling less complex. CA provides an integrated technological support to cover server, storage, data protection, networking and VMware, as well as operation and business reviews, technical consulting, system health-check reports and failure analysis.

Key reports available 10 times quicker

Today, personnel at Metlife Korea can work more efficiently, closing end-of-month reporting 10 times faster with VxBlock1000. This in turn gives managers earlier access to insights on the performance of the company, enabling them to make more effective decisions. Mr. Lee says, "Our investment in Dell Technologies improves MetLife's ability to respond to new opportunities or to areas where it needs to make changes."
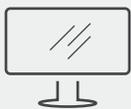
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