

CENTRAL SERVER FARM FOR 17,000 USERS AT BARMER

CHALLENGE

With continuously increasing requirements as a service provider, Germany's largest health insurer BARMER was faced with the challenge of introducing a new, flexible application system, and opted for an SAP-based insurance solution. The existing infrastructure was not sufficiently equipped for the new application system and the provision to 17,000 users.

The implementation of SAP access via a traditional client-server solution would have required substantial investments in terminal devices, the network, and partly in the servers themselves. It also would have caused additional administrative overhead and the creation of a distributed IT know-how. The nationwide rollout also placed a high demand on logistics.

Implementing 460 servers and over 9,000 new terminal devices required a structured approach. For this purpose, BARMER called upon the professional support of sepago.

SEPAGO'S TASKS

IT- MANAGEMENT

- Implementation of the feasibility study
- Cost-benefit analysis
- Tender support
- Documentation

ENGINEERING

- Design of an innovative IT architecture based on Citrix Presentation Server
- Design of a printing concept
- Client strategy development

OPERATION

- Design of the operations concept
- Quality assurance
- Knowledge transfer

SOLUTION

Based on a quality-assured concept, sepago implemented an automated server farm for BARMER using Citrix technology. For the server setup, an installation process on a sepagoINSTALLER basis was implemented. This process permits each server to be installed and configured automatically, parameter-controlled and under consideration of the respective hardware – including all applications. With the large number of servers operated by BARMER, this constitutes a major simplification of the work.



„In cooperation with BARMER's specialist department, we developed a multistage environment with associated concepts for change management of the Citrix infrastructure. This environment establishes secure processes for the release of applications and configurations.“

Marcel Meurer, sepago project manager / quality assurance manager

„The implementation of the server farm was a complete success. We not only achieved a high-performance solution which meets the technological specifications with ease. We were also able to conclude a very extensive project within time and considerably below budget, due to the careful planning and conceptual design with our partner sepago.“

Wolfgang Polzer, Barmer Head of Department IT for Open Systems/Front-end/SAP Basis

ADDED VALUE FOR THE CUSTOMER

COST-EFFECTIVE

The Citrix architecture permits a cost-efficient connection of over 1,000 sites all over Germany. Today, BARMER can use cost-effective and low maintenance thin clients at the workplaces.

TIME SAVINGS

New applications and updates can be provided quickly for all sites across Germany.

HIGH SECURITY

Central data management creates end-to-end protection for sensitive data.

INDEPENDENCE

The central provisioning of the SAP GUI and future applications remains independent of the client system.

LESS WORK

The Citrix technology enables BARMER to centrally provide software for over 17,000 users and administer 9,000 terminal devices, and to maintain and configure client software.

FUTURE-PROOF

The innovative architecture permits the connection to additional data centers and remains flexibly scalable in future.

TECHNICAL INNOVATIONS

- Printing architecture for different platforms (Windows, Unix, SAP, etc.) and load shifting away from the Citrix servers by outsourcing of the print processing
- Account integration of SAP systems into the Active Directory
- Development of a role-based permission system
- Avoidance of single points of failure via an optimized design of the overall structure

THE CUSTOMER

For over 120 years, customer satisfaction has been a main goal for BARMER. To the delight of the 7.1 million insured: In case of illness, they receive optimum care and enjoy many extras. Day after day, more than 17,000 staff at BARMER engage at all levels for the insured, employers, and business partners. A humane working climate and individual development opportunities create the right environment for motivated staff.