

Case Study: Gramercy Insurance Company



Supporting Growth... and Cutting Costs

Situation: Gramercy Insurance Company is a commercial property and casualty insurance company with operations in Atlanta and Dallas. New ownership in 2000 has led to sustained growth since then: consistent increase in written premiums, year-over-year profitability, a B+ rating from A.M. Best, and a 280% increase in licensed territories. Tony Barner, Vice President of Operations, was looking for an IT partner that could evolve and support his IT infrastructure to flexibly accommodate the growth. "My job is to bridge the complexities of new technologies and employee skills with our operational strategies," states Barner, "I was looking for a strategic IT partner that could help me."

Solution: Network 1 was hired, transitioned into their day-to-day support role within one day, and immediately created a strategic IT plan and budget focused on adding flexibility, stability, and increased performance to the IT infrastructure while lowering communication costs between Atlanta and Dallas. Says Barner, "The Network 1 team got right to work with the perfect blend of day-to-day support of our Atlanta and Dallas offices, strategic planning, and project leadership; they solved problems quickly and stayed on time and on budget." Voice and data communications between Atlanta and Dallas relied solely on a legacy frame relay network. This was replaced with an MPLS infrastructure and localized PRI's for voice redundancy. In addition, upgraded premise firewalls, switches and the implementation of a Virtual Private Network (VPN) facilitated more reliable and secure remote connectivity when workers need to access the systems when they're out of the office.

Results: Monthly network costs between Atlanta and Dallas were reduced 40% with connection speeds improving and becoming more fault-tolerant. The upgraded IT infrastructure delivers a flexible, scalable, secure and stable platform to support business growth. "Network 1 is that rare company whose performance exceeds their talk," states Barner, "I couldn't be happier – they're a great IT partner."