

## Raritan takes care of Menzis

### Menzis Health and Income Insurance

Well over 2 million people are happily insured with Menzis, one of the largest health and income insurers in the Netherlands. The group belongs to the top 4 of all health insurers in the Netherlands. Menzis consists of the health insurers Amicon, Geové, NVS, AnderZorg, Confior and Nederzorg and the health-and-safety and re-integration businesses Ardyn and Prové. The Menzis group also contains three care centres: Arnhem, Groningen and Twente.

Menzis consists of a central holding company in Zwolle and branches in Groningen, Rotterdam, Wageningen and Enschede, among others. The group can combine its forces thanks to the holding company, and the branches allow the various companies to be close to their clients. Menzis has the largest market share in the North and East of the Netherlands.

### Grown out of the old setup

The branch in Groningen was going to relocate to a new premises and this opportunity was used to re-organise the data centre. Additionally, a new KVM setup was required. The current configuration had reached the end of its usefulness; no further expansion was possible. "We had a KVM solution, but these products couldn't give us one complete configuration. There was also a new item on the wish list: an IP-based solution to enable us to remotely access the servers," explains Wiebe Kloosterman, system administrator.

Menzis hired an external project manager to supervise the entire relocation. His task was to co-ordinate the new construction project. "One important reason to combine the two investments was the desire to build up as much as possible and then be able to relocate the data centre in one fell swoop," Erik-Jan Monshouwer, the project manager of the new construction project, adds.

### Seamless integration

Since Amicon already had a Raritan solution in Wageningen, and was very satisfied with it, a visit was paid to that branch to examine the current installation. It became clear during this visit that the Raritan solution met the needs very well. For comparison, configurations were tested from two manufacturers, Avocent and Raritan. Over the three weeks of testing, the solution from Raritan once again appeared the most suitable. Erik-Jan Monshouwer: "The integration of analog and digital was particularly decisive in our choice of Raritan products. Its ability to seamlessly integrate analog and digital technologies is a major advantage. The fact that Amicon already had a Raritan solution would also make the transition easier - we already had trust in Raritan's ability to provide for our needs."

## Customer Snapshot: Menzis

### Customer:

Menzis

### Challenge:

To replace the various KVM solutions with one total solution. Additionally, to relocate the data centre with more than 150 servers to the new premises as efficiently as possible.

### Solution:

An analog KVM switch configuration consisting of three linked Paragon II UTP Cat5-based switches with a total connection capacity of 192 servers and 16 simultaneous users.

Besides the 5 analog users connected to the switch, an additional 2 users can access the servers remotely over IP thanks to the integrated KVM-over-IP user stations.

### Advantages:

- ▶ Flexibility: seamless integration of analog and digital
- ▶ Efficiency: saves time through access via IP
- ▶ Scalability: capacity and configuration can be easily adapted to suit the needs of the organisation
- ▶ Ease of use: very simple to use and configure



Menzis relocates to a new premises.

# "The Raritan solution turned out to be the perfect solution for this project; I can heartily recommend it."

## Luxury point of departure

The new office, including the data centre, was prepared as much as possible before the actual relocation. Raritan's Remote Access solution played a key role in this. The new deployment allowed the old one to keep running at the existing premises.

Wiebe Kloosterman: "We'd prepared the relocation of the data centre really well. We wanted to set up the infrastructure as much as possible, from server cases to the KVM solution. We had programmed and labelled the CIMs (Computer Interface Modules) and the network cables were nicely laid out ready in the new server cases. We hired a consultant from Raritan for a day to supervise the KVM part of the move and to support us with the configuration, who helped us expertly with the preparations. Raritan's solutions are more than deserving of their plug-and-play reputation!"

For two months the users were still in the old premises while the servers were already in the new one. The advantages of the IP solution really came to the fore over this period as the servers could be managed remotely. "If we hadn't had this capability we'd have had to send someone out to the new premises every time something came up. This saved us a lot of time," says Wiebe Kloosterman. "Relocations like this one are complex enough without having to worry about remotely administering all the servers. Raritan became our assurance that we would always be able to do our jobs."

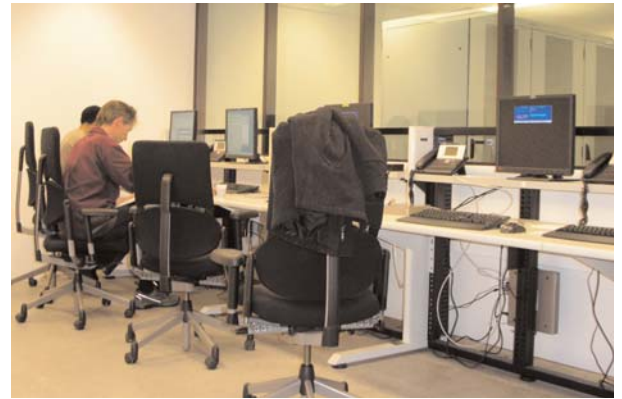
Everything was relocated gradually over three weekends. The employees went home on the Friday and when they came back on Monday they could get straight to work in the new premises.

Erik-Jan Monshouwer: "The idea was to perform the relocation as efficiently as possible and cause our colleagues little or no inconvenience. And that's what happened."

"I was busy getting all the ICT side of things ready, from pager installations to client information systems and the layout of the data centre. There are lots of demands in an operation as large-scale as this one, but I didn't have to worry about the data centre at all. Our ample preparation beforehand really paid off over the relocation weekends and this sub-project was completed without problems. It was a luxury starting point that everything was already pre-prepared", says Erik-Jan Monshouwer.

Raritan is a leading supplier of solutions for managing IT infrastructure equipment and the mission-critical applications and services that run on it. Raritan was founded in 1985, and since then has been making products that are used to manage IT infrastructures at more than 50,000 network data centers, computer test labs and multi-workstation environments around the world.

From the small business to the enterprise, Raritan's complete line of compatible and scalable IT management solutions offers IT professionals the most reliable, flexible and secure in-band and out-of-band solutions to simplify the management of data center equipment, applications and services, while improving operational productivity. More information on the company is available at [Raritan.info](http://Raritan.info).



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## New setup fits in nicely

The network environment of all the offices has already been linked and the IP solution enables them all to be accessed remotely. This visibly improves the IT department's efficiency; incidents can be dealt with directly.

The new configuration is more than sufficient. The extensive configuration purchased for Groningen consists of 3 interconnected Paragon 1664 KVM switches, 5 analog user stations and one IP user station providing access to two simultaneous users over IP.

"150 servers running Windows Server 2003 and Unix are connected to the Paragon installation. The servers are divided into two management groups. These groups both have access to the servers via the KVM solution, but cannot see each other and this works perfectly," says Erik-Jan Monshouwer.

The users have all discovered the convenience of an IP user station. Wiebe Kloosterman explains: "The advantage of 2 simultaneous IP users has actually become a disadvantage in this case. Because we'd all prefer to use access over IP in place of physically going to the console area, 'only' 2 simultaneous users is no longer enough." It's possible that a second IP user station will be purchased in the near future. This will be very simple to realise thanks to the modular structure that Raritan offers.

## A pleasure to work with

Remote access specialist Artelcom has been involved with the project from the selection process to its fulfilment. All parties are very satisfied with the co-operation. Wiebe Kloosterman: "Artelcom's consultancy service was excellent, they delivered the products and we had contact with them a number of times regarding configuration work. This was all handled very nicely, leading to a pleasurable and problem-free relationship with Artelcom." Erik-Jan Monshouwer adds: "We are very satisfied with the performance of both Raritan and Artelcom. It was a pleasure to work with them. The Raritan solution turned out to be the perfect solution for this project; I can heartily recommend it."

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