

# Honan Insurance scales for growth with managed services provider blueAPACHE - blueAPACHE

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## Details:

### *The challenge*

Honan Insurance has increased its revenue at a CAGR of approximately 17% over the last 19 years and has insured value over AU\$280 million. As the company has grown, Honan has become increasingly dependent on its IT infrastructure. Comprising everything from critical applications and data storage to communications systems, the infrastructure supports every facet of day-to-day operations. Honan recently set out to engage with a new provider for managed services to replace an existing managed services agreement.

“Our biggest offering in today’s insurance marketplace is confidence – we strive to add more, do more and create a genuine difference for clients. It’s really important for us to have the same qualities in our suppliers,” said Honan Insurance Chief Operating Officer, Laurence Basell. “The service levels of our incumbent provider weren’t matching our expectations resulting in challenges and disruptions for the organisation. We needed a partner that understood the growth path we were on and the service levels and vision that we required. “A series of network outages brought the situation to a head. We knew it was time for a change and so we began the task of searching for a new managed service provider who could partner with us in our quest for international growth, while providing us with optimal customer engagement.”

2021

### *The solution*

The Honan IT team undertook a formal request for proposal process with a range of market-leading service providers. A shortlist was created with a small number asked to make presentations to the executive team. The plan was to find a fitting new provider and transition smoothly over time, however, while working through the RFP process Honan suffered several major outages through its incumbent network provider, accelerating the need to find an alternate solution. Honan needed a supplier with the depth of technical capability and capacity to assess, troubleshoot and fix the issues, which included a requirement for expertise around connectivity and firewalling, including its data and Wi-Fi network which was suffering regular outages. Honan shortlisted us and turned to our team for expert guidance. Our network expertise helped us resolve the technical issues and improve the support Honan needed to reduce service disruption. Our success in dealing with legacy issues and the critical value we were able to provide was so successful that Honan subsequently looked to us for advice on a whole of WAN transformation, including its international sites, all before a master service agreement was signed. At the end of the tender process, a decision was taken to sign an agreement with us for the deployment of our emPOWER portfolio of managed services due to the energy, synergy and technical competence we had recently demonstrated.

“We could see from the outset that blueAPACHE understood our business and our specific requirements,” said Basell. “They were able to showcase their value before we signed them on. They

really took the time to determine where we were going as a company and what we would need to get there, and this was a compelling factor in moving our whole of business to blueAPACHE.”

### ***Overcoming office move challenges***

An initial challenge came in the form of an office shift in Sydney. The company's incumbent telecommunications service provider was unable to establish data links into the new premises in time for the planned move.

“Rather than having to delay our office move, we were able to stay on track and be operational from day one,” says Basell.

Basell says we were also able to overcome some significant application latency problems that had been troubling staff for an extended period. Once this was fixed, users reported a noticeable improvement in performance. Working closely with the Honan IT team, we also undertook a migration to our emPOWER cloud platform for improved performance and stability which resulted in an immediate uplift in end user experience and confidence. In addition, the organisation is using emPOWER Managed Services, emPOWER WAN, emPOWER IaaS and DRaaS, with us also supporting Wi-Fi network and Citrix transformation. All core applications and data stores have been shifted and configured to ensure maximum performance.

“We are now based fully in the cloud,” says Stuart Madden, Honan's Head of Technology and Projects. “This gives us the flexibility to increase resources as our demands grow and also ensures our systems are secure and accessible from any location.”

### ***The benefits***

With management of its IT infrastructure now fully in our hands, Honan is enjoying some significant benefits.

“One of the most noticeable benefits of emPOWER Cloud has been the ability we have had to continue operating during the COVID-19 disruptions,” says Madden. “Prior to blueAPACHE, there was no way we could have had staff working remotely with no impact on performance and productivity.”

Another benefit Basell attributes to the change is that it has been a contributing enabler to business growth: “Not only have we been able to maintain our operations, we have actually been able to grow our business during this period. blueAPACHE's ISO Certification has supported our ability to bid for more work both at home and globally as this has become a mandatory requirement for many of our prospects and customers.” Basell says the company has also enjoyed a significant reduction in operating costs with the telecommunications bill alone being reduced by around 65%, as well as an uptick in productivity. Attention is now turning to growing the company's operations in New Zealand, Singapore and Malaysia. Voice and data links are being upgraded and IT infrastructure improved to support growing staff numbers.

“This international expansion is being supported by blueAPACHE,” says Basell. “It's important that we have a partner who can cover our activities across the region.”

Basell says we have quickly become a valued business partner with our cloud, networking and staff based in Australia and he looks forward to a long and successful relationship.

“The biggest benefit for us is that we now have a partner who truly understands our business and will support our international office collaboration,” he says. “They are very proactive and constantly come up with new ideas and solutions to challenges that emerge. We look forward to working with them in the future.”

[Click here to read the article](#)

### ***When was Honan Insurance established, and what regions does it serve?***

Honan Insurance was established in 1964 and serves clients in Australia, New Zealand and South East Asia, providing advice and support in insurance, risk and financial services across industries including technology, construction, mining, real estate and strata, finance and professional services.

***What growth had Honan Insurance achieved before engaging blueAPACHE?***

Honan Insurance had increased its revenue at a CAGR of approximately 17% over the previous 19 years and had insured value over AU\$280 million.

***Why did Honan Insurance decide to look for a new managed services provider?***

Honan's incumbent provider's service levels weren't matching expectations, causing challenges and disruptions, and a series of network outages brought the situation to a head, prompting Honan to search for a new managed service provider that could support its international growth and provide optimal customer engagement.

***How did you first prove its value to Honan Insurance during the selection process?***

While Honan was still working through its RFP process, blueAPACHE, one of the shortlisted providers, was called on for expert guidance to resolve legacy network, connectivity and firewalling issues causing regular outages, demonstrating its technical competence before any master service agreement was signed. This success led Honan to also seek our advice on a whole of WAN transformation across its international sites.

***Which your services does Honan Insurance use?***

Honan Insurance uses emPOWER Managed Services, emPOWER WAN, emPOWER IaaS and DRaaS, with us also supporting Wi-Fi network and Citrix transformation, plus a migration to the emPOWER cloud platform.

***How did you help Honan Insurance during an office move in Sydney?***

When Honan's incumbent telecommunications provider was unable to establish data links into new Sydney premises in time for a planned office move, we enabled Honan to stay on track and be operational from day one rather than delaying the move.

***What cost and productivity benefits did Honan Insurance realize from switching to you?***

Honan Insurance achieved a significant reduction in operating costs, including around a 65% reduction in its telecommunications bill, as well as an uptick in productivity.

***How did your services help Honan Insurance during COVID-19?***

According to Honan's Head of Technology and Projects, Stuart Madden, one of the most noticeable benefits of emPOWER Cloud was the ability to continue operating during COVID-19 disruptions, allowing staff to work remotely with no impact on performance and productivity, whereas this would not have been possible prior to us.

***How has your ISO Certification benefited Honan Insurance's business?***

Honan's COO Laurence Basell said our ISO Certification supported Honan's ability to bid for more work both at home and globally, since ISO certification has become a mandatory requirement for many of Honan's prospects and customers.

***What is Honan Insurance's current international expansion focus, and how are you supporting it?***

Honan Insurance is focused on growing operations in New Zealand, Singapore and Malaysia, upgrading voice and data links and improving IT infrastructure to support growing staff numbers, with this international expansion being supported by us.