

CASE STUDY:

Scalable Infrastructure That Easily Handled
the Sudden Shift to a Remote Workforce

The logo for All Risks, featuring the word "allrisks" in a lowercase, sans-serif font. The "a" is blue, and the "lrisks" is black.

Organization: All Risks

Industry: Insurance

Employee Size: 1,000

HQ Location: Cockeysville, MD



Clearpath Customer since 2010

Key Contact

Chris Trompeter,
Assistant Vice President of IT

Responsibilities include day to day operations of the Data Center, IT Help Desk, Infrastructure team, and Facilities departments.

"Typically, we have about 200 remote connections. Today we are at over 1,000 daily. We made 0 changes to the infrastructure and were able to support an additional 50 users from our outsourcing company for business process operations with nothing more than spinning up a couple more desktop VM's which took minutes."

- Chris Trompeter, Assistant VP of IT

Executive Summary

When the push for remote worker support came faster than expected, All Risks had no issues with IT supporting the shifting working landscape. The long-term strategic approach they took partnering with Clearpath to build out an IT infrastructure that was adaptive and scalable allowed them to keep focusing on the key aspects of their business, serving their customers.

All Risks and Clearpath have worked hand in hand on various projects with a focus on matching up IT requirements to business objectives and the ongoing goal of the IT department being a value adding resource for the company. The partnership has included extensive knowledge transfer over the years on both sides which has streamlined both pre-sales architecture and post-sales implementation on several initiatives.

Core Infrastructure Environment

- Dell EMC Flash Storage
- Cisco UCS Servers virtualized with VMware
- Citrix XenApp Application Management
- Cisco Meraki Access Points

"It all just worked with zero changes to our infrastructure."

– Chris Trompeter, Assistant VP of IT

Initial Engagement

All Risks originally approached Clearpath in 2010 citing Microsoft Exchange performance issues. Clearpath performed an initial presales assessment and identified bottlenecks in primary storage. An EMC midrange storage array was implemented to alleviate the initial performance problems. Clearpath helped All Risks leverage their shared storage investment with further server virtualization with VMware vSphere.

Additional Projects

- Integrated advanced Dell EMC flash storage solutions alongside Cisco UCS servers that power a robust Citrix XenApp environment that All Risks has used to mobilize their workforce with no disruption in services.
- Deployed Cisco Meraki gradually at All Risks' remote sites – accelerating their speed of growth through acquisition.
- Deployed Cisco WebEx Room Kits across the enterprise for High Def Video Conferencing between executives.

Future Projects

- Expanding existing Veeam backups to provide full Cloud Disaster Recovery and Business Continuity with the Clearpath Cloud.

About All Risks

All Risks is the largest independent wholesale insurance broker in the country with \$2B in premium and an annual growth rate of 18 percent. Employing over 1,000 professionals in 27 locations, we deliver comprehensive commercial and personal insurance solutions exclusively to retail agents and brokers.

