



Suncorp banks on a brighter bottom line, thanks to IBM System p5™.

Suncorp is Australia's 6th largest bank and 4th largest general insurance group with 4.3 million customers and over 8,700 staff. It is listed as one of the top 25 companies on the ASX.

A leader in banking, insurance, investments and superannuation, the Suncorp Group focuses on retail customers and small to medium businesses.

The company's large UNIX® infrastructure meant they were experiencing a low utilisation rate, delayed processing in peak periods and escalating costs. They began searching for the best technology to drive the company forward.

Suncorp consolidated to a new IBM System p5 which increased utilisation, significantly reduced overall system management and is expected to reduce maintenance costs by 35%.

Perhaps most importantly, service delivery time to customers has improved greatly.

"We initially had an environment of 70 UNIX servers running single applications which was highly underutilised, typically running at around 25%. Some of the operating systems were already unsupported and it was expensive to add extra resources.

We chose the IBM System p5 because we knew it could deliver the cost reductions we were after. It also offered superior flexibility and technology to its competitors, and the best roadmap into the future.

We also identified that applications we couldn't host within our old UNIX environment would be supported on the AIX® platform.

The migration process in our experience has been very smooth. We're 6 months into an 18-month project to migrate approximately 35 applications including Oracle, DB2® and PeopleSoft, and the project team are finding the task very, very easy.

The benefits to Suncorp have been significant. The new p5 server will eliminate up to 50 older UNIX servers... provisioning of new environments has gone from approximately 6 weeks to 2 hours... asset management has been greatly improved... and we estimate we'll reduce maintenance support costs by around 35% over the next 12 months."

Greg Ivers, Team Leader Mid Range - IT Infrastructure, The Suncorp Group

THE KEY POINTS

Suncorp:

- Will reduce their UNIX environment by up to 50 servers
- Anticipate saving 35% on maintenance support costs over 12 months
- Have significantly simplified and improved IT administration
- Are finding migration easier and smoother than expected

DISCLAIMER: This customer story is based on the information provided by Suncorp and illustrates how this organisation uses IBM products. Many factors have contributed to the results and benefits described. IBM does not guarantee comparable results elsewhere.

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