



# Automate NOW!



Aviva Group (formerly Commercial Union) serves 3.5 million clients in Poland and manages around PLN 50 million in assets. The key business areas for the group are individual life insurance and long-term investment. Aviva in Poland is part of the international Aviva Group – the sixth largest insurance institution in the world and the largest in Great Britain in terms of revenue.

## Beginnings

In 2014, Aviva Polska began a search for an enterprise-grade Workload Automation system among the leading companies in the market. It soon became apparent that the proposed solutions, with their undoubted advantages, are overly expensive and their local level of support and competence in the Polish market does not align with their needs and wants.

Then the spotlight turned to **InfiniteDATA**, a Polish company offering the **AutomateNOW!** workload automation platform.

The idea originated from Aviva's IT Department which had the responsibility of maintaining hundreds of IT systems using nearly a thousand system tools.

## Development

Further areas were selected based on the analysis of potential saving, both in terms of time and human effort. These include both typical IT operations (automatic installation of patches and upgrades in servers and workstations, cleaning of file systems, file transfers, orchestration of Data Warehouse, day-closing processes in the central system, automation of backups) and business processes (monthly accounting processes, sending documents to clients, execution of mandatory reporting, and file exchange with cooperating banks).

The plethora of applications and hardware platforms did not present a challenge to the wide adoption of automation with **AutomateNOW!**. The location of

The pilot implementation at Aviva Polska aimed to prove the following (value) propositions: workload management from a single point of control independent of the system, flexibility, and ease of use.

The first business process covered by the pilot was one of the month-closing processes – calculating agent commissions. This decision was driven by the high level of complexity of this process and its dependence on several, different IT systems. The pilot turned out to be a fantastic success resulting in a dramatic reduction of processing time from 23 days to approximately 8 days and eliminating majority of manual tasks by automating them (around 48% of tasks automated). Aviva Polska decided to start cooperation with **InfiniteDATA** in 2015.

processing was not a difficulty either. AutomateNOW! works perfectly with systems in Aviva's data center in France and with a large-scale public cloud.

Currently, Aviva Polska runs almost 1.5 million tasks daily in almost 1000 servers, both physical and virtual. Some conservative estimates that testify to the results of using **AutomateNOW!**: the tool enabled more effective usage of the hardware platform (almost 5% less usage), reduction of incidents (almost 30%) thanks to proactive notifications, and 30% greater work efficiency for operators/administrators. Today, around 400 employees access **AutomateNOW!**.

By far the most creative usage of **AutomateNOW!** is for provisioning and decommissioning of instances in the public cloud. Apart from the application and acceptance process being based on **AutomateNOW!** itself, the system also analyzes usage levels of these cloud environments, provisioning and configuring them as planned. Then, these instances are turned off when not in use (ex. at night) and usage levels are monitored. Thanks to this strategy, Aviva Polska saved more than 40% on public cloud usage costs!

Another area where automation has shown its indisputable value is in the process of testing disaster

recovery procedures and the implementation of business continuity processes (BCP's).

Thanks to the use of **AutomateNOW!**, periodic disaster recovery tests were performed with a team of several people in just a couple of hours. Before, similar tests could take up to two days and required the efforts and coordination of around 20 people.

## Future plans

Despite such spectacular achievements, the team at Aviva Polska still has ambitious plans.

Considering the fact that many operator tasks can still be automated, and business users themselves have access to the tool, the IT Development Department is thinking about what to develop next. The system logs and full listing of operator actions serve as a tremendous source of knowledge to analyze operational patterns. Additionally, the team can source data for artificial intelligence systems that can support human work.

Other business areas also want to use **AutomateNOW!** more broadly to support daily work. Another area with proven potential is the Human Resources space where, due to data privacy policies, an appropriate security policy and authority for operators is of utmost important.

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