



DESKTOP VIRTUALIZATION

# PCI Technology Conference

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# American Modern Insurance Group

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- American Modern's parent company, The Midland Company, began in 1938 as a consumer finance company.
- Expanded into Insurance starting in 1965.
- Over a million people trust American Modern to insure their homes and lifestyles. The Group includes six companies that offer a wide variety of specialized insurance products to owners of manufactured homes, boats, personal watercraft, collector vehicles, motorcycles and ATVs, snowmobiles, recreational vehicles, and specialty dwellings such as vacant homes, seasonal/vacation homes, rental properties, and homes that don't need or desire full homeowners coverage.
- Home Office is located in Cincinnati, Ohio.
- 1250+ employees, approximately 225 are remote.
- Company operates in all 50 states.
- Over 50,000 points of distribution.
- Over \$1 Billion written premium.
- A Solid A+ Rating by A.M. Best.
- Acquired by Munich Re in spring of 2008.
- Munich Re Group gross written premium in 2009 was 41.4 bln€.
- Munich Re Group staff in 2009 was 47,249.



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## Client Virtualization Strategy

- **Leverage knowledge, skills and success from experience with Server Virtualization**
- **Define what's in scope**
  - Support Offshore development/testing
  - Facilitate usage by development and testing groups of generally available browsers not included as supported software on AMIG workstations.
  - Reduce dedicated non-server hardware within Data Center for running any workstation based process .
- **Define what's out of scope**
  - Replace laptops and desktops workstations for general use in Home/Remote Office associates.
  - Reduce software licensing cost for standard supported software that is within base workstation build.
- **Support Munich Re initiative to evaluate VDI feasibility for the following:**
  - Application Virtualization
  - Windows Terminal Services
  - Hosted Virtual Desktop
  - Thin Client Devices



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## Lessons Learned

- **You can be very successful by building a project team seeded with Server technical staff and traditional Workstation support staff. The Server staff bring skill sets developed in supporting Server Virtualization that is applicable to Client Virtualization.**
- **Reach out to your VDI solution provider to review initial implementation before cloning hundreds of virtual client images. This can save wasteful redo time if any subsequent problems found with the original cloned image.**
- **Understand all software licensing implications when running on virtualized client and communicate early to potential customers during planning phases. Set the right long term cost expectations.**
- **Process not Client Virtualization will do more to address the snowflake issue with workstations (every one is a unique software image). Even virtualized clients can have differences per client image without proper process.**