path

Optimizing Business Costs

kotak Life Insurance
A JOINT VENTURE WITH OLD MUTUAL

■ Customer Background

Kotak Mahindra Old Mutual Life Insurance (KLI) is a joint venture between Kotak Mahindra Bank Ltd., its affiliates and Old Mutual plc. The company is one of the fastest growing insurance companies in India and has shown remarkable growth since its inception in 2001. A part of Kotak Mahindra group - one of India's leading financial conglomerates, KLI aims to help customers take important financial decisions at every stage in life by offering them a wide range of innovative life insurance products, making them financially independent.

■ The Challenge

KLI was using multiple applications with various Oracle database versions (i.e. 8.0.6, 9.2, 10.1 etc) running on different servers resulting in problems related to infrastructure management database support and resource dependency. All databases were having data interdependency, resulting in batch jobs running all the time to synchronize data between them leading to inadequate system performance.

Most of the DBA's time was spent in mundane daily operational jobs. They were unable to perform other strategic tasks like implementing new product features and improving performance. Responsive support was a key area where DBA's efforts were proving insufficient.

In addition to above, some of the database versions used were no-longer supported by vendor or were soon to be de-supported.

■ The Solution

KLI engaged Path Infotech (Path) to address these challenges. Path studied their IT system comprehensively - covering all databases and there interdependencies - and suggested a strategy for optimizing resources through database consolidation.

The project was divided in two phases. In Phase-I all the databases were consolidated into a single instance by migrating to the latest Oracle10g (10.2.0.3) version on AIX platform. The consolidated database was released for one complete application cycle testing by application support team and key users. Path worked with the application support team to resolve all the issues and problems faced during the testing. All the issues and resolutions were documented and implemented in this phase.

In Phase-II final consolidation strategy was worked out clearly defining the activities, anticipated issues, their resolution, and required downtime. Based on this project plan, production databases were migrated to a single instance on a server running Oracle10g on AIX platform.

■ Key Benefits

- Consolidated database - easy to monitor and manage
- Better performance and enhanced productivity
- Reduced number of servers/databases - lower costs
- Optimization of manpower and hardware resources

"This project (database consolidation) has benefited us immensely and enabled us reduce operational and management cost. We are also reaping its benefits in new upcoming projects since data integration and exchange has become seamless now."
Dhiresh Rustogi, Executive Vice President - IT, Kotak Mahindra Old Mutual Life Insurance Ltd.