

# TSH Case Study

## Verizon Risk Management Customer Case Study



In March of 2003 Sy Fertig, President of The Systems House received and email asking? "I still have an old Universe 7.3.1 on AIX 4.3 site down here that we may want to convert to Universe on W2000. We do not have the skills to do this. Would TSH be interested in looking at the job?"

The answer was "Of course, no problem!" TSH, The Systems House, Inc. has long been a provider of custom software application development and support for the Multi Value Community. There were some challenges but as always TSH stood ready to attempt the impossible and help yet another legacy system move into the 21st Century.

**TSH provides Innovative and Comprehensive Solutions – Enabling Legacy Applications while providing a long term growth path for your multivalued application.**

Incorporated in Bermuda in 1976, GTE-RE was a Captive Insurance provider later purchased by Verizon Risk Management. Captive insurance companies are limited purpose insurance companies established with the specific objective of financing risks emanating from their parent organization and sometimes they also insure risks of the parent company's customers. In the simplest terms, they are in-house self-insurance vehicles. Additionally, they provide coverage for risks that are not offered in the traditional insurance market, or are too costly to ensure through traditional

agencies, and allow the relevant group direct access to reinsurance markets.

The consultant that contacted TSH, Nick Quinn of Total Solutions Software Group, was quick to workout the details, and in less the two weeks a TSH representative was on site in Bermuda. His task was to perform the conversion from a legacy UNIX server to a new Windows Server. Having no knowledge of the application or the environment was par for the course, but having done hundreds of conversions for TSH Customers, this was old hat for David Fertig, VP of Technical Services.

"Its true, the environment posed some challenges but how

often do you get to go to Bermuda on business?, Yes I was locked in a basement for 18 hours with no source code and little support. But GTE-RE had put their faith in TSH and we would not let them down. Plus, after the job was done, I got in some amazing scuba diving.

TSH worked seamlessly with the onsite hosting team in Bermuda, Marsh Management Services, and the local contractor, Total Solutions Group. After a short 4 day visit the software was moved over to the windows server the

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### Verizon Risk Management

South Burlington, VT  
<http://www.verizon.com>

### Industry:

Captive Reinsurance Provider for Telecom Company.

### Employees:

50-100

### TSH Products & Services

- U2 Database
- TSH Application Hosting
- Pick2Pdf – PDF and Email Solution

### Key Business Benefits

- 24/7 System Access/Uptime for International Workforce
- Application Support and Innovation
- Integrated Email and PDF Delivery of Reports
- Converted from Legacy Unix System to Windows Platform
- Moved to Hosted Application SAAS (Software as a Service)



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new database was installed and configured. And, the users even received training on how to add / change and configure their printers.

GTE-RE chose a recurring support and maintenance contract for their system. And in June of 2004, TSH contacted GTE-RE to upgrade their version of U2 to 10.1, (the latest release at that time) as part of their coverage. TSH was able to remotely connect to the GTE-RE server in Bermuda and upgrade the Database overnight with zero impact to users.

May of 2006 brought change and the Verizon Risk Management name to the GTE-RE system. Verizon bought the system and the assets but was not keen on moving the machine to its new home in Vermont. Once again TSH was called upon to provide a solution.

Rob Flannery, Manager of Captive Operations reached out to TSH and was not disappointed. Rather than move an aging server – TSH professionals proposed moving the database to a hosted server in NJ after moving the information via the internet. This allowed a seamless transition for all users. Because of the nature of the system and the people involved, it was imperative that the server be available 24/7 with secure remote access.

TSH provided both via the use of its ASP (Application Service Provider) solution. This allowed Verizon to move the application to a server farm under TSH's control and set a fixed price service fee for the application, support and upgrades.

To augment the reporting capabilities of the Verizon System, TSH also proposed a new e-mail and PDF solution for all reports. TSH personnel created a virtual PDF printer and integrated an email and WEB archive so that users could browse, view or email any report in their system instead of printing it on paper and faxing the report all over the world.

GTE and Verizon Risk Management needed an innovative resolution to their unique business challenge. TSH provided a stable solution that operates 24/7, backed by a responsive support team. GTE and Verizon relied on TSH professionals and the MDS technology platform to provide a workable solution for the future, and the results exceeded their expectations.

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## **Verizon Risk Management**

South Burlington, VT  
<http://www.verizon.com>

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