ROLAND Rechtsschutz-Versicherungs-AG
Flexible into the future

Cloud computing, the use of AI, and increasing automation: Digitalization is also transforming the insurance industry. What numerous studies and industry surveys predict as the trends of the future are already being implemented by ROLAND Rechtsschutz-Versicherungs-AG.

The insurer, which is based in Cologne and has around 1,200 employees, has had virtual servers in the Open Telekom Cloud since 2019. The insurer had previously operated its own data center for many years. The switch from the on-premises structure to cloud servers was intended to not only increase the security of the infrastructure, but also to save costs and reduce the burden on its staff. Today, ROLAND benefits from a secure and modern infrastructure that can be flexibly expanded, enables AI applications, and, thanks to the high security standards, already meets a large part of the compliance requirements of the German Federal Financial Supervisory Authority (BaFin).

Deutsche Telekom and ROLAND Rechtsschutz-Versicherungs-AG

The Task: In the past, the insurance company ROLAND had relied on an on-premises data center. However, its operation led to rising costs and high expenditure on personnel. Together with its digitalization partner Telekom, ROLAND, therefore, switched to the cloud.

The Solution: Since 2019, ROLAND has been using the Open Telekom Cloud instead of its own servers. Thanks to the OpenStack-based infrastructure service, the insurer benefits from a scalable platform that runs its core applications, among other things. The Oracle databases, which are important for operations, could also be licensed for the cloud.

The Advantages: The Open Telekom Cloud enables both the employees and the IT to work more effectively and better contribute to value creation. ROLAND can adapt the scope of the solutions at any time at short notice. And, thus, significantly reduce its costs.

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The Challenge

When a car breaks down, the stress levels soar. And the vehicle owner wants to be able to reach someone at their car insurance company quickly. For the insurance company ROLAND, which in addition to legal protection insurance also specializes in motor insurance and assistance services, efficient processes and fast customer service are, therefore, a top priority. The insurer laid the foundation for its services in 2019 with the Open Telekom Cloud. The company relies on efficient digital structures and is thus one of the digital pioneers within the industry. According to a recent PwC study, 61 percent of decision-makers in the insurance industry in Germany expect digitalization to boost growth. But many insurance companies still have reservations about the cloud. The biggest reservation? Putting their own data in the hands of others. ROLAND had also relied on an on-premises data center for a long time. However, the company's own infrastructure resulted in high costs and expenditure on personnel. The company, therefore, decided to switch to the cloud. However, it faced some challenges. The company is subject to the regulations of the German Federal Financial Supervisory Authority (BaFin), so a cloud solution had to meet the compliance guidelines of the supervisory authority. In addition, ROLAND uses Oracle databases that were previously only licensed for strictly-defined core computers. In order to be able to use the important databases in the cloud, a special solution had to be developed with the manufacturer.

The Solution

ROLAND tackled the challenges together with Telekom and ventured into the Open Telekom Cloud in 2019. The solution from the twin-core data center in Magdeburg/Biere offers ROLAND a modern infrastructure with flexible capacities and high security standards. In addition, the cloud's OpenStack basis provided a convincingly reliable and scalable software. Instead of a single on-premises data center, ROLAND now uses secured twin-core servers: The insurer's data and applications are located both on Telekom's active server and mirrored on a physically remote, passive server. This means that the data is stored in a geo-redundant and fail-safe manner.

The highly-certified Open Telekom Cloud also met the most important BaFin requirements. With only a little effort, ROLAND also met the additional outstanding requirements. Telekom also found a solution for the cloud licensing of the Oracle databases. The insurer stores the databases on individual bare metal servers.

The Customer Benefits

For Oliver Schaber, Head of IT at ROLAND AG, the migration was the right decision: "By moving to the cloud, we have taken a pioneering step that we can only recommend to other companies in our industry. Thanks to the trustworthy cooperation with Telekom, we have not only significantly increased the security of our services, but also considerably reduced our costs." The company also benefits today from a flexible infrastructure. Thanks to the server outsourcing, IT employees can once again concentrate more closely on the company's actual value creation. And thanks to the better performance of the programs, employees can also work more effectively and concentrate fully on advising customers. In addition, the cloud opens up new possibilities. For example, ROLAND is examining the future use of AI models and big data analyses of process data.

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