



● Upgraded hosted environment for increased functionality ●

The Background

XL Catlin, through the subsidiaries of XL Group plc, is a global insurance and reinsurance company providing property, casualty and specialty products to industrial, commercial and professional firms, insurance companies and other enterprises on a worldwide basis.

XL Catlin is a customer of Daisy (formerly Alternative).

The Challenge

XL Catlin had a Citrix farm that was coming to its end-of-life and wanted to upgrade it to XenApp 6.5. A 'Request For Proposal' (RFP) was circulated and Daisy responded. Although we had the advantage of being their incumbent, we won the work based on our methodology.

When designing a solution with XL Catlin, we ensured that we fully understood what XL Catlin wanted the outcome of the upgrade to be. In order to assist this process efficiently and effectively, a project definition workshop was carried out involving all major stakeholders. Once the project had been scoped-out, and we were selected as partner for the project, we began to work closely with XL Catlin ensuring full engagement during the analysis and design phases.

The Solution

Throughout the project XL Catlin were fully informed of the progress being made. XL Catlin had its own engineers on-hand, working alongside our consultants. This was highly beneficial as it enabled efficient knowledge transfer between both parties; allowing XL Catlin to have continuous control through visibility.



The Result

XL Catlin has been assigned a service manager and dedicated desk-based support manager. This team ensures that Daisy remains accountable for the project deliveries throughout the life of the contract. We now support the environment and are working to implement further solutions to improve performance.

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NB: This is a service provided free of charge to our clients and we will include links to your business' website.

