

Global top three guarantee insurance firm builds business continuity with Citrix

Seoul Guarantee Insurance quickly delivered remote working environment with Citrix Virtual Apps and Desktops during Covid-19

Global top three outstanding comprehensive guarantee insurance company

Seoul Guarantee Insurance(SGI) is Korea's largest and the world's third-largest comprehensive guarantee insurance company with a credit rating of A+ from S&P, an international credit rating agency, and AA-grade from Fitch, a credit and macro intelligence solution provider. It has solidified its position as a leading global financial company by maintaining its position in the Global Top three for three consecutive years based on ICISA (International Credit Insurance & Surety Association).

Established in 1969, it has provided guarantee-related services necessary for Korean companies and citizens' economic activities. It is also spurring global business by operating offices in Beijing, the Middle East, and New York, and opening branches in Vietnam.

Improving business continuity in pandemic situations

SGI implemented and used business application and Internet virtualization through the first network separation project in 2016. However, performance improvements were needed, and OS migration issues led to the planning of a second virtualization project in 2020.

The outbreak of the COVID-19 epidemic in early 2020 required urgent business continuity support due to remote work measures. Therefore, they embarked on the secondary virtualization project earlier than planned, and immediately tested the performance of several VDI solutions, selecting Citrix Virtual Apps and Desktops with the best performance and safety measures. They wanted to finish as quickly as possible to accelerate business continuity. Citrix quickly provided a secure remote work environment to support employees work from home and allowed them to work safely and without interruption during the pandemic.

Remote working solution suitable for various work environments

SGI has a diverse and unique working environment compared to other financial companies. There are various regional branches, overseas offices and overseas branches, including resident employee and delegated agents. Because each



Industry
Finance

Location
Seoul, South Korea

Citrix products

Citrix Virtual Apps and Desktops

Key Benefits

- Enables teamwork across international locations, delivering a consistent, high-performance desktop experience
- Allows the IT department to easily manage the remote work and OS migration
- Secures business continuity plans, allowing employees to work from anywhere in strict observance of security requirements that are specific to the industry

location has different business requirements, the applications and work environments are different from each other. Also, there are many Internet inquiries and securities issuance tasks connected with courts and financial institutions for warranty-related jobs. Securely managing and supporting these diverse environments' IT infrastructure is critical to their business operations. When it had a large-scale project such as the OS migration planned, it required a virtualization solution to support each environment efficiently.

Enhancing business productivity and employee experience

The introduction of CVAD accelerated SGI's business processing speed. Compared to the previous environments, the time to connect was reduced by 50%, connection maintenance time was increased by 100%, resulted in reduced loading latency when using the internet, and facilitated the work of employees at local dealerships working on the internet. In addition, in the case of IT departments, work efficiency has been greatly improved by deploying them at once through centralized management for OS migrations and security patches, and immediately delivering and supporting the IT environment needed to drive new business, greatly improving productivity.

Recognizing the importance of IT resources and IT department

"As we improve productivity and employee satisfaction through the support of rapid virtualization solutions, SGI's executives and all employees seem to have once again realized how significant digital transformation, IT resources, and IT support are to the business. We are all happy now and look forward to changing the way we work through it in the future." says Soo-Hyeon Song, Head of information system department, Seoul Guarantee Insurance.

Providing a more convenient and faster work environment, even in a pandemic situation, was an opportunity to enhance the importance of SGI's IT environment. They plan to build an IT environment suitable for each employee's unique work environment to provide one virtual desktop per person, strengthen data scientist capabilities for all employees, and lay the foundation for firm productivity.

SGI is looking forward to a change in the way of working seamlessly, anywhere.

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