



Seoul Guarantee Insurance Company

CUSTOMER SUCCESS

Streamlining Backups and Application and Boosting Application Performance with Precise Reduces TCO

Headquartered in South Korea’s capital city, Seoul Guarantee Insurance Company (SGIC) experienced rapid growth and needed an efficient, centralized way to backup data from its 50 branch offices throughout the country. SGIC’s backup solution accommodates a 30 percent annual data growth rate while reducing the backup window and administration costs by 50 percent. Meanwhile Precise i³™ software is diagnosing and eliminating Oracle database bottlenecks, improving performance by 50 percent.

Company Profile

Based in South Korea’s capital, Seoul Guarantee Insurance Company (www.sgic.co.kr) is among the world’s top 10 guarantee insurance companies with a current risk exposure greater than US\$101 billion.

Industry

Insurance

Solution

Data Protection Application Service Management

Supporting the new economy

In November, 1997, as a result of an economic crisis sweeping economies in Asia, South Korea’s stock market ran into historic declines. Now, eight years later, the economy has rebounded, currently ranking tenth in the world. A factor behind this economic revival was the reliability and stability of Seoul Guarantee Insurance Company (SGIC).

Created in November, 1998, through the merger of Korea Guarantee Insurance Company and Hankuk Fidelity & Surety Company, SGIC offers contract bonds, surety bonds, credit insurance and other financial services. Growing to meet the demands of the South Korean economy, SGIC is currently ranked as one of the world’s top 10 guarantee insurance companies with a current risk exposure greater than US \$101 billion.

The merger and ensuing growth has presented new challenges according to Young-Jung Hyeon, information system department team manager for SGIC. “Our datacenter is located in Seoul and handles operations for all 50 of our branch offices. The center has grown into a multiplatform environment consisting of nine IBM servers. In the past, our backup procedure was manual and used only the internal IBM AIX or Sun Solaris operating system tools. This created inefficiencies as the process took several hours a week to complete and was prone to error. With our rapid expansion, we could envision these problems growing exponentially.”

“Our company continues to provide safe, reliable solutions that help fuel a growing South Korean economy, and Precise continues to provide safe, reliable solutions to us. It is a relationship that works well.”

Young-Jung Hyeon

Information System
Department Team
Manager

**Seoul Guarantee
Insurance Company**

Delivering immediate results

SGIC decided to solve these issues by streamlining the backup process. Hyeon's team researched different solutions, and chose one for its automated centralized administration and heterogeneous support.

"The backup solution works smoothly across our multiple platforms, centralizing all of our backup operations onto a single management tool," Hyeon says. "This saves us from going back and forth between servers and has reduced our backup window 50 percent, from six hours to three. In fact, the backup process has been simplified to such a degree that it only requires one administrator, instead of two. This allows us to allocate more responsibilities to that department."

The technical expertise of MAJORTECH Company Limited, based in Seoul, was an additional benefit for SGIC. "The technical staff at MAJORTECH helped us deploy the backup solution quickly and effectively and has supported it well," Hyeon states. "We were impressed with their efficiency."

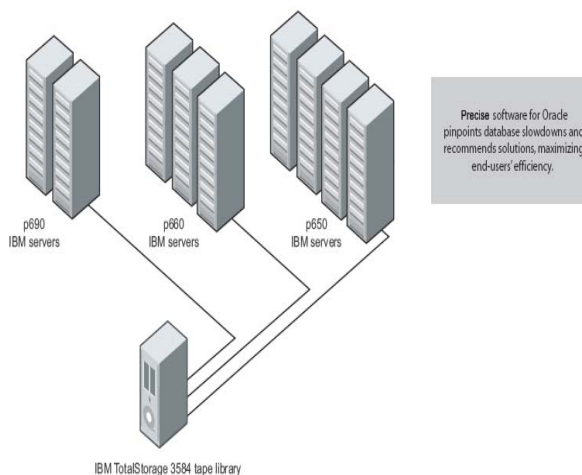
"Precise i³ for Oracle creates a comprehensive overview of our database's performance. It quickly identifies the specific SQL statements that cause problems, and it outlines the most effective course of action to fix it and restore systems to peak performance."

Young-Jung Hyeon

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Seoul Guarantee Insurance Company
Application Service Management Architecture



Reaching peak performance

Satisfied with the backup solution's performance, SGIC turned to MAJORTECH when it noticed performance slowdowns on its Oracle9i RAC database in 2002

After assessing the situation, MAJORTECH recommended Precise i³ for Oracle software. Precise i³ is an application performance management suite that detects system slowdowns and pinpoints the cause. This streamlines solutions by alerting operators to specific problems, such as performance bottlenecks or maintenance repairs.

Business Drivers

- Build market leadership by ensuring information integrity
- Minimize IT overhead expenses
- Speed up organizational responsiveness by enhancing information processing

Technology Challenges

- Centralize and streamline enterprise backup across diverse systems
- Shorten enterprise network backup window
- Ensure database reliability and optimize performance

Precise Products

- Precise i³ for Oracle

Technology Environment

- Applications: Guarantee & Credit Insurance for individuals and companies
- Database: Oracle pi RAC
- Server Platform: nine IBM pSeries servers running IBM AIX: two p690, Three p660 and four p650
- Operating System: IBM AIX
- Storage: IBM Total Storage 3584 tape library

Precise Services

- Precise Basic Support

Local service

- MAJORTECH Co. Ltd.
WWW.majortech.co.kr/english/company/index.html

"Precise i³ for Oracle creates a comprehensive overview of our database's performance," says Hyeon. "It quickly identifies the specific SQL statements that cause problems, and it outlines the most effective course of action to fix it and restore systems to peak performance. To this day, it is helping to maximize the productivity of our users, by continuously monitoring, analyzing, and tuning the Oracle environment. As a result, Our Oracle database runs 50 percent faster. We've recovered our investment in Precise i³ in just 3 years."

SGIC continues to streamline company-wide procedures, increasing productivity and profitability.

"In short," concludes Hyeon, "our company continues to provide safe, reliable solutions that help fuel a growing South Korean economy, and Precise continues to provide safe, reliable solutions to us. It is a relationship that works well."

More customer success stories can be found at: www.precise.com

BUSINESS VALUE AND TECHNICAL BENEFITS

Enhanced Application Performance Management

- 50% faster Oracle Database performance

Lower Application Performance Management TCO

- 100% payback on Precise i³ software in 3 years