



Groupama Insurances and Brookcourt Solutions – 1st Class Network Maintenance

Groupama Insurances is one of the UK's leading general insurance groups employing over 800 people in six locations across the country.

From high volume, lower premium products such as motor and home insurance right through to healthcare and comprehensive commercial covers for the smaller business sector, Groupama Insurances offers high quality insurance protection with service to match.

The UK business is part of European financial services giant Groupama. The Paris based Group conducts business in many countries around the world, and has a workforce of over 32,000 people.

Like all UK insurance businesses, Groupama Insurances faces numerous challenges many driven by the dynamics of rapidly changing technology and the implications of internet trading.

It is accordingly paramount for Groupama Insurances to maintain a healthy IT network and a highly responsive and cost effective IT resource.

Over the past few years the IT team at Groupama Insurances has undergone significant change to meet these challenges.

The company has historically built and maintained its own networks but advances in technology have led to a noticeable reduction in the levels of network maintenance. There is no longer a requirement for a large in-house IT communications team and against this background it became apparent that the most cost effective solution would be to outsource.

Groupama Insurances contacted Brookcourt and offered them the opportunity to bid for the maintenance contract. Following a competitive tender process Brookcourt provided the most competitive bid with an impressive proposition based around a unique service offering created by their reliable local presence and unrestricted 24 hour support.

Groupama Insurances' Technical Support Manager Warwick Varney says, "We have been pleased with the way that Brookcourt handles our network maintenance requirements. They respond quickly and manage their strategic service partner very effectively. We have benefited from face to face quarterly meetings where they assess our requirements and give us the opportunity to express our concerns. We have found Brookcourt to be reliable and willing to help – a valuable addition to our team."

"Brookcourt are always grateful for new challenges. By offering us this opportunity, Groupama Insurances has helped us to widen our experience within insurance markets and has motivated us to explore the issues affecting this industry and to seek out technologies required to address these issues.

As with all our customers, we value the relationship we have with Groupama Insurances and look forward to working with them on similar projects in the future." Dene Stacey, Partner, Brookcourt Solutions

About Brookcourt Solutions

Brookcourt Solutions provide state of the art secure networking solutions and services that offer measurable business value with unrivalled customer service.

Our success comes from not only our ability to solve business problems using IT, but also in our capability in identifying new technologies that improves the business environment.

We address the need for enterprise-class secure networking by collaborating with industry leading vendors and advisors. Our unique and agile business model utilises the strength in these strategic relationships by reducing client risk whilst maintaining a competitive price.

We continue to build upon our solutions focus by improving our skills and accreditations within the emerging technology markets and on developing a range of services that compliment them. Coupled with our key technologies skills we are able to offer solutions covering Security, Wireless, WAN/LAN, IP Secure Convergence, Compliance, Network Managed Service and Maintenance Solutions.

Visit: www.BrookcourtSolutions.com

About Groupama Insurances

Groupama Insurances is one of the UK's leading general insurers. The UK group offers motor, home and health insurance and also provides insurance protection to a growing number of smaller UK businesses. The company employs 800 staff in 6 centres and is an accredited 'Investor in People'.

Award winning

Groupama Insurances was winner of the 'Claims Initiative of the Year' Award in the 2007 British Insurance Awards, 'Company of the Year' Award in the Insurance Day Awards 2005, winner of the 'E-Business Award' in the British Insurance Awards 2005 and in both 2005 and 2006 was 'Highly Commended' in category for 'General Insurer of the Year'. Groupama Healthcare won the "Most Innovative New Product" Award at the 2006 Health Insurance Awards.

Groupama is a previous winner of the 'Underwriter of the Year' award in the British Insurance Awards and has twice been voted 'Underwriting Team of the Year' at the Insurance Day Awards. In addition, the UK Group has been awarded 'Insurer of the Year' at the Bodyshop Magazine Awards and was 'Highly Commended' in the National Business Awards 2005 in the Best Use of Technology category.

An impressive pedigree

Groupama Insurances is part of European financial services giant Groupama, an international business that generates annual revenues in excess of 14billion Euros.

Groupama is one of Europe's largest mutuals, the second insurer in France for marine and transport and the country's number one agricultural and individual health insurer.

Visit [**www.groupama.co.uk**](http://www.groupama.co.uk) or [**www.groupama.com**](http://www.groupama.com) for the worldwide group

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