

## P&V Group

Data transmission at high speed  
and with excellent availability



The P&V insurance group has been using Eurofiber for a number of years to transmit data at high speeds and with excellent availability. Together, they have set up a robust and redundant solution that interconnects the data centers at the Group's two main sites. By using Eurofiber's fiber optic network P&V's 1850 employees are able to offer customers the best in insurance services – both directly and indirectly.

### The challenge

#### Radical changes

The P&V Group is a cooperative insurance group that focuses solely on the Belgian market. The company was founded in 1907 and operates a number of well-known brands, including P&V Insurance, Vivium and Actel. By implementing a multi-brand, multi-channel strategy, the Group has become a leading provider in the insurance market, distinguishing P&V

from its rivals on account of its strength and stability. Working in the face of the radical changes that have been introduced to the banking and insurance sector in recent years, P&V has remained faithful both to its brand and its aim to provide insurance services in a sustainable and inclusive manner.

#### Incorporating a new entity into the Group

The P&V Group has continued to grow since it was first founded and has always worked to strengthen

its areas of business in Belgium. But in 2007, exactly a century after the company was formed, when P&V decided to acquire ING Insurance, the Group took a stride forward of an entirely different calibre. In actual fact, the company doubled in size. As a result of the takeover, P&V was handed a truly tough technological challenge. The previous **data center**, located at ING Insurance's former offices in Antwerp, was to be used as backup storage infrastructure for the Group. In addition, the 700 new employees who came as part of the merger also had to be incorporated into the P&V network. And all of this was to be done while accommodating the distance between Antwerp and the head office in Brussels.

In fact, the whole procedure had to be completed within three months, because ING Insurance and P&V had agreed on the fast transfer of ICT responsibilities. So the Group quickly began the search for a suitable partner capable of taking on the telecoms side of the business.

## The solution

### A vital link between the data center

After comparing tenders from Belgium's leading telecoms providers, the P&V Group opted for Eurofiber. "Eurofiber's proposal appealed to us the most,

both financially and technically," says Mark Scheers, Global Vendor Manager of P&V Group. "They had just the right infrastructure and understood our needs perfectly. We signed a contract for 5 years straight away, which is unusual for us. But we didn't have any regrets – we even renewed and extended our collaboration with Eurofiber in 2012." The solution implemented makes full use of the potential of Eurofiber's infrastructure and know-how, providing the Group with many advantages.

### Independent and redundant telecoms infrastructures

Two different routes across the Eurofiber network, each with a distance of less than 80 km, link the P&V data center in Brussels with the one in Antwerp. Add two totally separate connections at each data center and you have a fully redundant infrastructure capable of handling even the most unexpected events.

### Keeping all data totally available within a stable environment

The Service Level Agreements offered by Eurofiber provide for maximum, permanent availability. There has not been a single incident that has had an impact on P&V's business since the two companies started working together twelve years ago.

"P&V Group data available at all times, thanks to the Eurofiber network"

#### Mark Scheers

Global Vendor Manager  
P&V Group



## Monitoring and communication

The Network Operations Centre (NOC), the nerve centre of the Eurofiber network, monitors the network constantly and always notifies P&V when maintenance or other works are required.

## The benefits

### Specific question, versatile answers

"The work that Eurofiber does is crucially important," explains Mark Scheers, Global Vendor Manager for the P&V Group. "All data, from customer information to the recording of telephone calls, is transmitted via the network and stored in duplicate at our two data centers. "We needed an extremely stable and secure solution that we did not have to worry about. Eurofiber's solution fits the bill perfectly and allows our IT department to focus on value-added tasks that support our core business processes and improve the quality of service provided by all entities in the P&V Group."

"It is Eurofiber's versatility that is so impressive as part of our collaboration. The Eurofiber teams think with us and always take any issues we have into account, for example with regard to the timing of work carried out on the network. They have even helped us to obtain the necessary administrative permits for connection works, although that was not part of their assignment. When we had to vacate our site in Antwerp temporarily in 2011 for the buildings to be totally refurbished, Eurofiber once again came to our aid. They very quickly proposed a solution for integrating our temporary site with the P&V network. Relocating is always a logistical brain-twister, but at least we could relax in terms of our network and connection. In actual fact, the link was put in place within the deadlines set and without any interruption to our services."

"With Eurofiber's help we are able to make full use of the potential provided by their extensive network. They took the same pragmatic approach in 2011 when adding our new partner, NRB, to the network. NRB is located in Herstal, near Liège, so we asked Eurofiber to handle the hosting of the P&V Group's mainframe. Eurofiber and NRB organised a 'carrier wholesale' agreement to connect the NRB infrastructure with our network. This involved having two independent networks and connections with the same stability and security level as our own network. If they hadn't had sufficient geographical coverage of the network, this would have been impossible," concludes Mark Scheers.

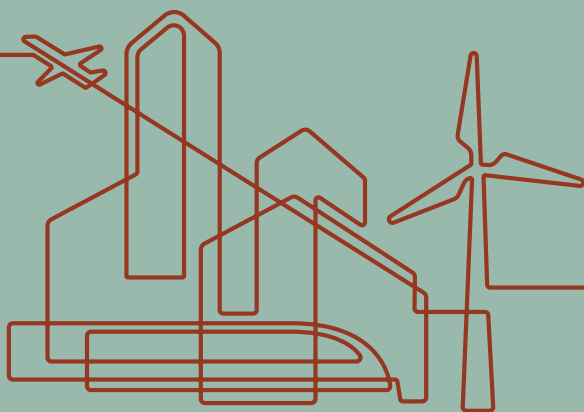
### The case P&V Group

- Independent and redundant telecoms infrastructures
- All data fully available in a stable environment
- Clear monitoring and communication
- Flexible input from the Eurofiber teams

**"Eurofiber delivers more than just a network that evolves with our needs. They are also a professional partner who listens carefully and comes up with the right solution."**

# Curious to hear more about what we could achieve for your organization?

Eurofiber has been a fast-growing international provider of industry-leading digital infrastructure since 2000. Relying on our own fiber optic network and data centers, we provide smart, future-proof solutions for companies, government bodies and non-profit organizations. Customers have complete freedom to choose the services, applications and providers they need, allowing them to tap into the full potential of digital innovation. Eurofiber has an extensive fiber optic network in the Netherlands and Belgium, it unlocks its four data centers of its own and almost all public data centers in the Benelux.



Eurofiber. Lifeline for the digital society

Fountain Plaza 504, Belgicastraat 5 bus 7,  
1930 Zaventem, t +32 (0)2 307 12 00  
info@eurofiber.be, www.eurofiber.be

  
eurofiber