



NUTANIX™

# Supporting outstanding customer service with mission-critical systems that are available 24/7.

How **Heungkuk Finance Group** ensures that customers can always engage on the digital channel with an ultra-scalable and reliable hyperconverged infrastructure platform from Lenovo and Nutanix.

Lenovo Infrastructure Solutions  
for The Data-Centered

Lenovo

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## Background

Founded in 1950, Taekwang Group operates in South Korea across a wide range of verticals, including petrochemicals, finance, media, infrastructure, leisure, and more. Taekwang Group's finance division—Heungkuk Finance Group—offers services to businesses and consumers across the country through several well-known companies, including Heungkuk Life Insurance, Heungkuk Fire & Marine Insurance, Heungkuk Securities, and Heungkuk Asset Management.

To ensure that every part of the group has the digital capabilities required to deliver outstanding services to customers, Taekwang Group operates a shared IT services organization. Named TSIS, this company specializes in delivering infrastructure, software, and services to companies within the Taekwang Group as well as to external clients.


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## Challenge

Companies in Heungkuk Finance Group depend on data-driven systems from TSIS to support their day-to-day operations. For example, Heungkuk Fire & Marine Insurance uses a web-based omnichannel platform to orchestrate the entire customer journey, including processes such as new policy quotations and claims requests. At Heungkuk Life Insurance, key middleware systems help integrate operational data from multiple separate best-of-breed applications. And for most companies within Taekwang Group, TSIS provides access to essential collaboration solutions for email and video conferencing.

Ji Hoon Kim, Director, IT Department at TSIS, explains: “If our IT systems went offline unexpectedly, it would have a major impact on the group. For example, Heungkuk Fire & Marine Insurance’s integrated channel infrastructure is vital to engage with customers—so if a failure occurred, it would lead to immediate financial losses.”

For many years, TSIS delivered IT services to Heungkuk Fire & Marine via on-premises systems based on a traditional three-tier architecture. With its existing x86 servers approaching end-of-life, the company looked for a way to maintain rock-solid levels of availability and reliability, while also creating headroom for future expansion of the company’s digital channel.



“Our previous infrastructure for Heungkuk Fire & Marine was based on a server platform that was more than a decade old, making it difficult to replace parts quickly and perform maintenance effectively. To reduce the risk of unplanned downtime, we looked for a new solution.”

**Ji Hoon Kim**  
Director, IT Department, TSIS

## Why Lenovo and Nutanix? Dependable reliability, and performance that scales.

At first, TSIS considered replacing the legacy x86 server environment with a practically identical three-tier configuration. However, when the company began to explore the possibilities of hyperconverged infrastructure (HCI), it quickly realized it would offer significant benefits over a traditional platform.

After considering a number of vendors, the company selected a HCI solution from Lenovo and Nutanix based on Lenovo ThinkAgile HX Series appliances and Nutanix AHV—a secure, enterprise-grade virtualization solution.

“We see great value in a cloud-like approach to infrastructure delivery, which makes heavy use of virtualization to efficiently build and operate complex infrastructure while maintaining connectivity, flexibility, and scalability,” says Ji Hoon Kim. “Although financial services regulations do not permit us to use cloud solutions for Heungkuk Fire & Marine, we can obtain all the advantages of cloud using a HCI platform.”





“We knew from experience that Lenovo servers offer exceptional security and performance, and we also independently considered Nutanix to be the leader in the HCI space. When we discovered that Lenovo and Nutanix were strategic partners in HCI solutions, selecting Lenovo ThinkAgile HX Series was an easy decision.”

**Ji Hoon Kim**

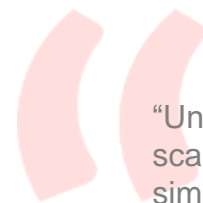
Director, IT Department, TSIS

## Putting HCI through its paces.

To ensure that the new Lenovo and Nutanix solution would meet its requirements for Heungkuk Fire & Marine, TSIS launched a demanding proof-of-concept (POC) exercise.

“The fact that Lenovo ThinkAgile HX Series solutions have been certified by Nutanix for HCI workloads was very reassuring, but naturally we wanted to see the results for ourselves,” recalls Ji Hoon Kim. “Working with Lenovo, we ran a POC to verify the performance of the solution, and we were delighted with the results. We were able to see linear improvements in compute performance every time we connected a new node to the HCI platform. We even simulated disaster scenarios by disconnecting power and severing LAN connections, and the solution continued to work flawlessly and without interruption.”

After successfully testing the solution in production for the Taekwang Group’s email servers, the company migrated Heungkuk Fire & Marine to the new platform.



“Unlike a traditional infrastructure, we can scale up our compute and server resources simply by connecting more nodes to the Lenovo and Nutanix solution—helping us to ensure that we always have the performance and storage capacity to meet the requirements of the business.”

**Ji Hoon Kim**

Director, IT Department, TSIS

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## Results

With the HCI platform from Lenovo and Nutanix supporting the digital systems at Heungkuk Fire & Marine, TSIS is achieving its goal of delivering high-quality IT services 24/7. Ji Hoon Kim confirms: “In the past, finding a replacement for one of our server components was a time-consuming process. Today, we can connect new nodes to our Lenovo ThinkAgile HX Series appliances, and the extra storage and compute resources are available to us in just 10 minutes.”

Based on its positive experiences with using the HCI platform to support Heungkuk Fire & Marine, TSIS has extended the solutions to other companies in Taekwang Group. TSIS now uses Lenovo and Nutanix HCI solutions to support key business and middleware applications for Heungkuk Life Insurance, SAP HANA production systems for Taekwang Industrial, and collaboration solutions across Taekwang Group.

“HCI solutions from Lenovo and Nutanix provide greater performance and reliability in a compact data center footprint,” says Ji Hoon Kim. “As a result, we’ve reduced our data center floorspace requirements by 70%, and cut the operational costs of maintenance and management.”

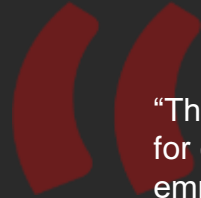


✓ Scales out in just 10 minutes

✓ Cuts data center footprint by 70%

✓ Reduces operational costs

✓ Enables high availability



“Thanks to our work with Lenovo and Nutanix, we can deliver round-the-clock IT services for companies across the Taekwang Group, including Heungkuk Fire & Marine—empowering them to offer outstanding customer experiences.”

**Ji Hoon Kim**

Director, IT Department, TSIS



# What will you do with Lenovo software-defined infrastructure solutions?

The Data-Centered deliver high-quality customer experiences with Lenovo smarter infrastructure solutions, powered by Nutanix.

[Explore Lenovo Software-Defined Infrastructure Solutions](#)



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