



METROPOLIS SEGUROS

Metropolis Seguros operates since 1942 and is characterized by its strength, being one of the five most credible insurance companies in the Spanish insurance market and offers a portfolio of insurance products suited to the real needs of its customers. The company has over 100 employees, 11 branches, 2 sales offices and 14 branches throughout Spain that serve its agents and customers around the country.

CHALLENGES

Metropolis needed to upgrade their outdated platform without affecting the continuous availability to their customers, branches, offices and mediators.

The company also required the solution to be compatible with their existing electronic network.

In addition, Metropolis had to install IP Telephony in a historical building, without the option of re-wiring.

PRODUCTS AND SERVICES

Alcatel-Lucent OmniPCX™ Enterprise Communication Server

Alcatel-Lucent OmniVista™ 4760 Network Management System

Alcatel-Lucent OmniSwitch™ 6250 Stackable Fast Ethernet Switch

Alcatel-Lucent OmniSwitch™ 6450 Stackable LAN Switch

WHY ALCATEL-LUCENT ENTERPRISE

Metropolis Seguros has established a solid relationship of confidence with Alcatel-Lucent Enterprise. For over 25 years they have shared a reliable partnership for voice and communication.

In this case, Alcatel-Lucent Enterprise was able to offer innovative technology solutions that could help Metropolis adapt to the speed of the current market reality and respond in real time to the arising business opportunities.

Location: Madrid, SPAIN

Vertical: Finance and Insurance

Number of users: 111

Deal implementation: July 2013

Business Partner: Telefónica de España bcSistemas

BENEFITS



TECHNICAL

Metropolis Seguros has acquired greater bandwidth efficiency and operates via an agile corporate network. This enables simultaneous connections, communications and actions between all offices thanks to the implemented end-to-end solution.



FINANCIAL

The updated equipment and innovative architecture have significantly decreased the company energy consumption, cutting high utilities costs.



USER EXPERIENCE

Employees and customers now benefit from significantly decreased operation times.

Due to the centralized integrated network management, all offices have increased their productivity and are more efficient in their communications.



“The behavior of the insurance market has changed in recent years forcing insurance companies to look for new formulas that allow them to provide solutions to the demands of their customers and agents. In Alcatel-Lucent Enterprise and BcSistemas we found the right partners to implement these formulas. ”

Fernando D. Ramirez Blanco, Corporate Strategy Director, Metropolis Seguros