

CASE STUDY

04

AVIVA



Around the world, Aviva provides 18.5 million customers with insurance, wealth & retirement products. They have operations in the UK, Ireland and Canada. Aviva help customers make the most out of life, plan for the future, and have the confidence that if things go wrong, we'll be there to put it right.



The Challenge

The plan, organize, and help to ensure the smooth running of the IT infrastructure services. This includes developing, maintaining, supporting, and optimizing key functional areas on premises and cloud, specifically Wintel, networks, storage, server infrastructure, remote access, data communications, and telecommunication systems, backups, and disaster recovery. And provide an excellent level of service for the staff and clients.

- Contribute to and/or lead large scale projects as well as divisional expansion projects.
- Evaluate and identify opportunities for IT Infrastructure performance and functionality improvement within the enterprise estate.
- Participate in the development efforts to bring automation into the IT environment.
- Responsible for compliance with all applicable policies, procedures, and industry best practices.
- Run the third-line Network and Data centre teams in their day-to-day functions supporting the Service Management teams in providing an excellent service to the company's staff and clients, ensuring coverage across time zones and assisting as required.