

WTW GAINS A DIGITAL BODYGUARD WITH NETAPP DATA INFRASTRUCTURE INSIGHTS



WTW (NASDAQ: WTW) provides data-driven, insight-led solutions in the areas of people, risk and capital. They provide a powerful combination of advisory services with leading-edge technology solutions and software, all underpinned by unparalleled analytical capabilities. These solutions help organizations measure and manage risk and capital, improve business performance, and create sustainable competitive advantage.

Additionally, the mission of their Insurance Consulting and Technology business is to innovate and transform the insurance industry. They deliver solutions that enable clients to better underwrite, price, and manage risk and capital. As the largest insurance consultancy and software provider, they work with clients of all sizes globally, and their specialist insurance software is used by more than 1,000 client companies, including the world's leading insurance group, across six continents.

Taming the data wild west

As organizations move deeper into digital transformation, managing data infrastructure becomes increasingly complex. For businesses like WTW, the rapid growth of data, combined with disconnected systems and hybrid environments, has created significant challenges in two key areas: visibility and scalability. Limited insights into data usage made it difficult to detect security threats and optimize resources, while the need to scale quickly drove up costs and inefficiencies. "Data is the foundation of our operations—without it, we don't have a company. It must be secure and protected," said Rod Segraves, Director of IT Systems & Architecture at WTW's Insurance Consulting and Technology business.

One stop shop solution

WTW's Insurance Consulting and Technology business needed a solution that could reduce costs, simplify data infrastructure, and enhance visibility into its most valuable asset—data. "The biggest reason that we went with NetApp Data Infrastructure Insights and Cloud Volumes ONTAP is because they integrated into the stack, and their one-stop shop simplified everything," said Segraves.

Adopting an intelligent data infrastructure allowed their Insurance Consulting and Technology business to streamline its IT operations. The unified view provided by Data Infrastructure Insights eliminated silos while enhancing visibility, enabling them to manage storage efficiently and adapt quickly to potential risks.

A digital bodyguard steps in

With Data Infrastructure Insights and Cloud Volumes ONTAP, WTW's Insurance Consulting and Technology business gained seamless visibility across its entire ecosystem. The solutions played a vital role in identifying bottlenecks, optimizing resources, and quickly mitigating risks. This level of control allowed WTW's Insurance Consulting and Technology business to enhance resilience and operational efficiency.

Storage Workload Security, a feature within Data Infrastructure Insights, worked hand-in-hand with Cloud Volumes ONTAP to act as a "digital bodyguard," constantly monitoring user behavior across systems. This proactive approach helped WTW's Insurance Consulting and Technology business identify and address threats early, whether from external actors or insider risks. Segraves shared a significant example of how Storage Workload Security flagged anomalies, such as a user triggering a 65,000% increase in data access compared to their normal behavior. The team quickly investigated and verified it was a legitimate case of file compression for a client, but the visibility ensured no blind spots were left unaddressed. "We wouldn't have known that event had occurred if we didn't have Storage Workload Security," said Segraves.

With over 4 million events logged daily, cost was a major concern for WTW's Insurance Consulting and Technology business. However, the Data Infrastructure Insights licensing model, based on managed units (MUs), ensured scalability was affordable. "You don't need to worry about breaking the bank to use Storage Workload Security because it's MU-based and cost-efficient," said Segraves. Additionally, the SaaS-driven model eliminated the burden of traditional infrastructure management. "I'm not patching, I'm not rebooting, and I'm not managing that environment like a traditional infrastructure," said Segraves. This approach allowed for significant cost savings and freed up IT resources to focus on growth and innovation. Data Infrastructure Insights has helped WTW's Insurance Consulting and Technology business reduce operational costs, save time, and streamline infrastructure management—allowing teams to focus on innovation rather than maintenance.

Risk managed, future secured

Data Infrastructure Insights and Cloud Volumes ONTAP delivers clarity and control, enabling WTW's Insurance Consulting and Technology business to address risks early and keep operations secure. "It's monitoring behavior to ensure our data remains secure. I can sleep at night knowing that we've got our backs covered," said Segraves.

With NetApp's solutions, WTW's Insurance Consulting and Technology business is now well-prepared to scale, adapt, and innovate securely while maintaining a robust and efficient data infrastructure to support its business needs in an evolving digital environment.



At a glance

Challenges

1. Security threats and limited visibility into the data usage of WTW's Insurance Consulting and Technology business
2. Costly and complex on-prem storage systems
3. Exponential data growth and cost prohibited scaling

Results

1. Insider threats mitigated in real time with intelligent monitoring
2. Cost effective and simplified cloud-based storage solution
3. Actionable insights for growth decisions and efficient scaling

Industry

Insurance

Products used

NetApp Data Infrastructure Insights, NetApp Cloud Volumes ONTAP



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About NetApp

NetApp is the intelligent data infrastructure company, combining unified data storage, integrated data services, and CloudOps solutions to turn a world of disruption into opportunity for every customer. NetApp creates silo-free infrastructure, harnessing observability and AI to enable the industry's best data management. As the only enterprise-grade storage service natively embedded in the world's biggest clouds, our data storage delivers seamless flexibility. In addition, our data services create a data advantage through superior cyber resilience, governance, and application agility. Our CloudOps solutions provide continuous optimization of performance and efficiency through observability and AI. No matter the data type, workload, or environment, with NetApp you can transform your data infrastructure to realize your business possibilities. www.netapp.com

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