



Client story

# Strengthening disaster recovery capabilities for a large insurance company

Migrating critical data center infrastructure without disruption

## Client overview

- Large insurance services company providing financial products to individuals and businesses
- Operates mission-critical IT systems supporting policyholder services, claims processing and daily business operations for thousands of employees, independent sales agents and millions of customers

## Objectives

- Relocate two data centers from on-premises to a modern colocation facility with zero downtime or security compromise
- Expand computing capacity while maintaining continuous operations for thousands of daily customer transactions

### Why Unisys?

- Proven expertise with a track record of completing over a dozen similar data center migrations
- Collaborative planning process involving the company's technical teams at every stage
- Comprehensive business case addressing both technical requirements and financial considerations
- Partnership in showing the ROI was stronger moving to colocation vs. cloud migration over seven-year period

## Solution

### Unisys Hybrid Cloud Managed Services

- Deployed redundant 10 Gbps connections, preserving all network addresses, and executed phased migration with virtual server replication during brief maintenance windows
- Expanded distributed and mainframe infrastructure while systematically redeploying existing equipment to the new facility
- Established a complete network infrastructure and delivered comprehensive documentation for operational handoff

### Results and benefits

- Migrated the data centers with zero business disruption, maintaining continuous service for thousands of daily customer transactions
- Avoided the cost and risk of reconfiguring hundreds of servers by maintaining all existing network addresses
- Strengthened disaster recovery capabilities and infrastructure resilience through a modern colocation environment
- Expanded computing capacity while reducing operational costs through equipment consolidation

### Maintaining business continuity during critical infrastructure migration

Thousands of policyholders interact with their insurance company every day: filing claims, updating policies and accessing account information. Behind each interaction sits infrastructure that must work flawlessly. For a large insurance company serving customers nationwide, aging infrastructure had become a constraint on growth while driving up operational costs.

### An impossible requirement: Zero tolerance for downtime

The company needed to relocate its entire data center infrastructure from on-premises to a modern colocation facility, where multiple organizations share professionally managed infrastructure, including power, cooling, security and connectivity. This had to be accomplished while the client processed thousands of daily transactions without interruption. Any downtime would mean claims going unprocessed, policies frozen, customer service unable to help and sales agents not getting paid.

**Zero** unplanned downtime  
across all migration phases

**100%** of servers and  
mainframes maintained existing  
network addresses

**10** Gbps redundant network  
connectivity established

**Nutanix** computing  
infrastructure expanded from  
**6 to 10** clusters

The technical challenges were substantial: Hundreds of servers would need to be moved without changing their network addresses (which typically requires extensive reconfiguration), computing capacity needed to expand while equipment was transferred between locations, and a complete network infrastructure had to be established at the new facility, all during brief maintenance windows when most customers weren't actively using the systems.

### Why Unisys?

The company chose Unisys based on proven expertise in complex data center migrations and a collaborative approach that aligned with their zero-downtime requirement. Unisys specialists had completed over a dozen similar relocations and understood the specific risks in data center migrations at scale.

Working directly with the company's technical teams, Unisys mapped dependencies, identified critical constraints and designed the technical foundation. The collaborative approach ensured the solution addressed both immediate migration needs and positioned the infrastructure for future growth.

### Preserving network continuity

Eliminating the need to reconfigure hundreds of servers was critical. Unisys deployed redundant 10 Gbps network connections between the two locations, creating a "bridge" that allowed servers to maintain their existing network addresses throughout the migration. This preserved application dependencies, security configurations and routing, avoiding months of reconfiguration work and potential outages.

## Embedding security and compliance

Security was embedded throughout the migration. By preserving existing network addressing, Unisys helped ensure that security policies, access controls and routing rules remained intact. This minimized risk and eliminated the need for large-scale revalidation. The colocation environment provided professionally managed physical security, power, cooling and connectivity aligned with the company's regulatory and operational requirements.

## Moving in phases, not all at once

Rather than risk a single high-stakes cutover, infrastructure was organized into logical groups that moved during scheduled maintenance windows. Unisys copied virtual servers to the new location in advance and kept them synchronized with ongoing changes. This allowed the actual switchover to happen during brief planned outages. Each move followed documented procedures with clear success criteria and rollback plans.

## Building the new facility

At the colocation facility, Unisys designed the space, including cabinet layouts, power distribution and capacity planning, for current needs and future growth. The team established internet connectivity, configured controls and load balancing, and set up VPN access for remote sites, creating a complete operational environment ready for day one.

## Expanding capacity during migration

While managing the relocation, Unisys also expanded the company's computing and mainframe infrastructure by adding a new mainframe and new nodes to existing Nutanix clusters, the virtualized computing environment that runs the company's applications.

Unisys strategically transferred existing equipment between facilities while adding capacity, maintaining system performance throughout the migration and positioning the company for growth. The computing environment expanded from 6 to 10 clusters, increasing capacity by 67%.

## Governance that kept execution on track

Formal project governance proved essential to managing complexity. The teams established clear ownership across technical and operations groups, implemented risk management and change control processes, and maintained regular status reporting with defined escalation paths. This structure surfaced potential issues early and enabled faster decision-making throughout the project.

Unisys delivered migration runbooks and as-built documentation before go-live, giving the company's operations teams everything needed for day-one readiness. Following the migration, the team removed unused equipment from the on-premises location and consolidated remaining infrastructure into fewer cabinets, reducing the operational footprint and associated costs.

## Results: Modernized infrastructure without missing a beat

The migration succeeded on every measure. The company relocated its entire data center with zero business disruptions. Customers filing claims, updating policies or accessing accounts experienced no interruptions. By preserving network addresses for all servers, the company avoided the extensive reconfiguration work that typically derails data center moves.

The new facility provides expanded computing capacity, improved disaster recovery capabilities and infrastructure designed for growth. The redundant network connectivity established during migration now provides ongoing resilience between facilities. Operational costs decreased through equipment consolidation and more efficient use of space at the original facility.

Beyond the immediate migration, the governance framework established during the project changed how the company manages complex technical initiatives. Regular status reporting and clear escalation paths replaced ad hoc problem-solving, enabling faster issue resolution and more predictable change management. The company now operates with greater agility from modern colocation infrastructure positioned to support expanding customer services.

To explore how Unisys can help you modernize critical infrastructure without disrupting business operations, visit us [online](#) or [contact us](#) today.



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