



*“Anix’s understanding of our business means we have a true partnership going forward.”*

Open GI is the UK and Ireland’s leading supplier of IT solutions to insurance brokers.

They have identified the business needs of the broker and supply a suite of tools that enable them to transact business in the most efficient and effective manner.

Based in Worcester, Open GI (formerly Misys Financial Systems) employs over 300 people, half of whom are involved in supporting the 1800-strong customer base in product development and customer services.

A number of Open GI’s solutions are web-based and the nature of the broking world dictates that these need to be available 24x7.

“Because of the way in which we deliver our solutions, reliability is essential,” said Helen Barker, Operations Director at Open GI.

To assist Open GI in making the right ‘technical’ decisions that would ensure maximum systems availability, Anix provided a Citrix pilot. This enabled the Open GI team to test the applications in a live environment.

Helen continues, “Having Anix’s technical expertise at our disposal during the scoping stage of the project was one of the differentiators, it meant we had a great working team right from the start.”

“The resulting managed service we receive from Anix allows us to confidently pass high service levels on to our customers, giving us a definite edge over our competitors.”

The Open GI systems are monitored from Anix’s state-of-the-art Network Operations Centre, near Bristol.

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#### *Technical Specification*

- > 24 x 7 Managed Service with real-time monitoring and management of systems
- > Hosting of IBM System X servers within a Class A, Tier 4 Data Centre
- > First line support from the Anix Service Desk



managed  
services



support  
services



professional  
services



technology  
solutions



training  
services



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