

Case Study - DeNovo

How entrustIT helps keep boat insurers afloat

DeNovo Marine are specialists in insurance and risk management for the world-wide leisure and boating industry. Their Yacht and Pleasure Craft policy provides cover for sailing yachts and motor cruisers, while their Quaysider's Policy is specially designed for boat builders, boat dealers and distributors, repair yards, marinas, sail makers, marine equipment suppliers and harbours. The company commenced trading in 2002 and currently handles over 1500 policies.

De Novo trades via dedicated e-commerce websites through a network of intermediaries and also directly with boat owners and the marine trade. The internet trading platform is central to the company's business – from initial quotation, through client proposal and credit card fee processing to electronic delivery of certificates and policy documents. The platform also delivers comprehensive facilities to enable underwriters to review, amend and approve policy proposals.



The Challenge

As Paul Geare, De Novo's IT Manager, explains, "The e-commerce stuff is just vital to our business – without it we just couldn't trade". De Novo therefore needed a partner that could provide a reliable, high quality hosting service and with the technical skills to support De Novo's business. "We initially went with a well known hosting company, purely on the basis of their brand", says Geare. In the event, Geare found that De Novo were unable to obtain the kind of commitment and the level of support their business needed. He explains, "I remember one problem that they were simply unable or unwilling to help diagnose. All our tests indicated that our code was good

and eventually it transpired that the problem was with their implementation of encrypted folders!" Eventually, De Novo decided to seek a new hosting partner – one better able to offer the kind of dedicated and personalised support that DeNovo needed for this mission critical aspect of their business. They approached entrustIT.



The Solution

At entrustIT, secure, reliable and responsive hosting facilities are at the core of our portfolio. We are able to deliver an almost limitless range of hosted solutions to our customers. We are able to provide a secure and scalable ecommerce infrastructure using either Microsoft or Linux/Unix delivery systems. We take responsibility for monitoring and maintaining availability and performance and will ensure that your ecommerce solution meets your targets for both. We have experience in a number of environments, for example:

- Websphere / Eclipse
- Weblogic
- Microsoft Commerce Server

We also have experience with J2EE, AJAX, .NET, web services, XML and integration so can provide consultancy and a network of partners if you want to develop an ecommerce platform for the first time. As Geare recalls, "Some of our code is very complex – the underwriter's code for example is over 9,500 lines. But we just handed everything to entrustIT's technical team, they implemented on their servers, and since then, it just works!".