

Snowmirror | Kooperativa (Vienna Insurance Group) Case Study

Highlights

Headquarters
Prague
The Czech Republic

Industry
Insurance and
Financial Services

Geographies
The Czech
Republic

Employees
4.000 +

About the Company

Kooperativa pojišťovna a.s., a member of the Vienna Insurance Group (VIG), has operated on the Czech in-surance market for more than 30 years. It offers a full range of insurance products for personal and corporate use. Kooperativa has more than 2.4 million clients and more than 4,000 internal employees across the Czech Republic

The Challenge

Kooperativa uses ServiceNow to manage several aspects of its operations. It needed to use data from ServiceNow in PowerBI to create reports used in the monitoring of service-level agreements (SLAs). Kooperativa needed an effective solution for replicating data from its ServiceNow infrastructure to feed these reports and for general data backup.

Why GuideVision

Kooperativa chose GuideVision because of its strong background in both technical ServiceNow skills and un-derstanding of business processes. GuideVision's ability to provide services in the Czech language - including all analytics documents - was also a key factor.

The Solution

Kooperativa chose SnowMirror, a smart replication solution for ServiceNow developed by GuideVision. With the SnowMirror software, Kooperativa is able to quickly and effectively export data from the ServiceNow cloud to a database server on its own infrastructure, which can then be used for a variety of purposes, including processing in PowerBI and data backup.

The Benefits

SnowMirror provides Kooperativa with a powerful, reliable, and easily-configurable solution for its Service-Now data replication needs. It means that PowerBI can be used to generate reports instead of the solutions provided directly within ServiceNow. It also means that the data from ServiceNow is backed up on Koopera-tiva's infrastructure, where it can be stored for compliance purposes and also used in the event of disaster recovery.

"Guidevision is a company with experts and is always looking for the best solution,"
Bc. Vladimír Zeman, a process specialist at Kooperativa."