

# Achmea boosts agility and scalability with Red Hat



Dutch financial services company Achmea is undergoing a cloud transformation to stay agile and meet customer and regulatory demands. The company is migrating its datacenter to Microsoft Azure and adopting cloud-native application development along with agile platforms and processes. To reduce complexity, Achmea implemented Red Hat OpenShift, the hybrid cloud application platform that equips development teams for more efficient application deployment and scaling. This shift has improved scalability, developer productivity, and employee satisfaction, while accelerating the deployment of modern applications to continue to meet financial regulations and stay ahead of customer expectations.

## Headquarters

Utrecht, Netherlands

## Industry

Financial services

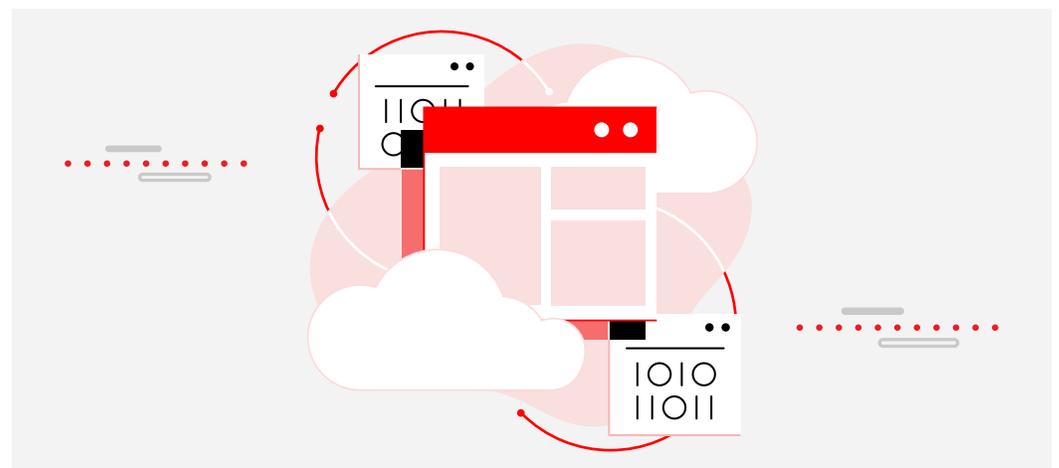
## Size

15,000 employees

*"The Red Hat team provides invaluable guidance, recommendations, and best practices, helping us empower our employees and support the successful adoption of new technologies and working methods."*

## Wilbert van Vilsteren

Senior Manager  
Infrastructure Delivery  
Achmea



## Software and services

- Red Hat® OpenShift®
- Red Hat Training and Certification
- Red Hat Technical Account Management (TAM)

## Benefits

- ▶ Increased agility and scalability
- ▶ Boosted developer productivity and employee experience
- ▶ Accelerated deployment of modern applications

### **Maximizing agility to meet customer and regulatory needs**

As one of the Netherlands' largest insurance providers, Achmea must remain agile in an ever-evolving industry. "We need to stay ahead of rapid regulatory changes while delivering personalized, efficient, and data-driven services to customers," said Wilbert van Vilsteren, Senior Manager, Infrastructure Delivery, Achmea.

To achieve the agility and scalability required, Achmea launched a cloud transformation initiative with a goal of migrating its datacenter to the cloud within 12 months. To support its cloud strategy and ultimately realize its vision to move Achmea towards a platform-centric organization, the insurer recognized that it needed to shift to cloud-native application development and agile platforms, processes, and culture.

### **Implementing a ready-to-use solution to minimize complexity**

To ensure the success of its cloud and agile transformation, Achmea took a strategic, phased approach to reduce complexity. The company opted for a unified cloud environment, Microsoft Azure, along with a flexible hybrid cloud platform, Red Hat OpenShift.

"We use cloud-agnostic technologies so we are not completely tied to one supplier," said van Vilsteren. "That is why we choose solutions that fit with this approach, such as the hybrid cloud platform, Red Hat OpenShift."

The cloud-agnostic solution delivers a comprehensive and consistent platform, which allows Achmea to quickly build, develop, modernize, and deploy applications at scale. A hosted and managed enterprise Kubernetes platform, Red Hat OpenShift runs natively on the customer's choice of clouds and includes essential tools for continuous integration and delivery (CI/CD), monitoring, and ongoing application management.

As part of the project, Achmea is gradually retiring its traditional technologies, migrating workloads to the cloud using Red Hat OpenShift while embracing agile methodologies with the support of Red Hat Services. "The Red Hat team provides invaluable guidance, recommendations, and best practices, helping us empower our employees and support the successful adoption of new technologies and working methods," said van Vilsteren.

A Red Hat Technical Account Manager (TAM) also works closely with Achmea to help teams plan and deploy Red Hat OpenShift successfully.

### **Developing and deploying modern applications faster**

#### **Increased agility and scalability**

Achmea is now 65% through its cloud transition, and the move to Red Hat OpenShift is already increasing scalability. Moving towards becoming a platform-centric organization, Wilbert and his team provide a horizontal base with generic building blocks, topped with a vertical model on which specific platform teams can build.

"The goal in this phase is to be out of on-premise datacenters, which will reduce pressure on teams because we won't have to manage 2 environments at the same time. That frees up more space for training and retraining."

### Boosted developer productivity and employee experience

Achmea is transforming its IT teams by adopting an agile and DevOps approach. Red Hat OpenShift connects teams, giving developers greater independence and flexibility. With support from Red Hat, Achmea can identify training needs and has helped several employees earn Red Hat Certifications. In 4 to 5 years, Achmea hopes to achieve its ambition to completely transform its IT teams into a core team for generic services and DevOps, surrounded by specialized platform teams.

“That requires a form of management that is much more facilitating than controlling,” said van Vilsteren. “Siloed working is completely gone. We are doing it step by step here too, but ultimately we want to work in independent, high-performance teams.”

### Accelerated deployment of modern applications

By equipping its development teams with the right platforms and tools, Achmea can now build, deploy, and manage cloud-native applications more quickly. This allows the company to stay ahead of new financial regulations and continue to offer its customers innovative, user-friendly services.

“Our employees must be able to see what is going on with the customer at the touch of a button, and be able to help them in a personal way,” said van Vilsteren. “To know the customer well, it is essential that we apply a data-driven vision and extract as much value from data as possible.”

### Transforming customer experiences with new technologies

Now that it has the hybrid cloud foundation it needs to be able to retire on-premise datacenters and migrate all workloads to the cloud, Achmea is continuing its work on new technologies, with Red Hat OpenShift underpinning its efforts. Current plans include using artificial intelligence (AI) to further improve both customer and developer experiences, while simplifying compliance with the Digital Operational Resilience Act (DORA).

### About Achmea

Achmea is a financial services provider comprising multiple brands in the Netherlands and internationally. It provides essential insurance, pension, and asset management services for more than 13 million customers, with a focus on helping to make society healthier, safer, and more sustainable.



### About Red Hat

Red Hat is the world’s leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers develop cloud-native applications, integrate existing and new IT applications, and automate and manage complex environments. A trusted adviser to the Fortune 500, Red Hat provides award-winning support, training, and consulting services that bring the benefits of open innovation to any industry. Red Hat is a connective hub in a global network of enterprises, partners, and communities, helping organizations grow, transform, and prepare for the digital future.

#### North America

1 888 REDHAT1  
www.redhat.com

#### Europe, Middle East, and Africa

00800 7334 2835  
europe@redhat.com

#### Asia Pacific

+65 6490 4200  
apac@redhat.com

#### Latin America

+54 11 4329 7300  
info-latam@redhat.com