

## SHENZHEN Social Insurance Fund Administration

*"We needed a High Availability (HA) solution that would meet disaster recovery and business survivability needs to better serve the residents of Shenzhen. Our working objective was to maintain around-the-clock availability of information and services so that our city would continue to run efficiently in the event of an unplanned outage. With this in mind, MIMIX Availability from Vision Solutions was a natural since its advanced features reduce the need for extensive IT skills. With MIMIX Availability in place, we were able to significantly reduce our planned and unplanned downtime, and dramatically improve organizational efficiency."*

Li Zhiming, System Administrator, Shenzhen Social Insurance Fund Administration

### Business Profile

Company Name:  
Shenzhen Social Insurance Fund  
Administration

Headquarters:  
Shenzhen City, Guangdong Province

Industry:  
Healthcare Insurance

Business Environment:

- Responsible for managing and collecting social insurance funds for the entire city
- Formulates and oversees the provision of retirement, medical, work-related injury, unemployment, child and maternity insurance
- Manages more than 7.2 million retirement insurance accounts
- Oversees 10.8 million medical insurance accounts
- Handles 9.5 million industrial and commercial insurance accounts
- More than 100,000 people visit hospitals each day and use cards issued by the department to make payments, amounting to more than 800,000 transactions each month.

Vision Solutions Product:

- MIMIX Availability

Implementation Team:

- Vision Solutions
- Beijing Techsino Information Technology Co., Ltd.

### Critical issue

Since accidents and sickness often occur at the most unexpected of times Shenzhen Social Insurance Fund Administration had an exceptionally high requirement for availability, security, consistency and accuracy of data. Unfortunately, an IT system failure could have had potentially disastrous consequences, and the department needed a solution with exceptional agility and back-up capabilities.

### Results

- Data replication between the production and backup servers occurs in real time
- Replication is more accurate and efficient, and the secondary server is always up-to-date and ready to run
- The amount of time and skill needed to manage this environment is far less than what was required by the previous solution
- Automatic error correction reduces the need for supervisor intervention

### Technologies

- IBM Power Systems servers on IBM i
- Model 595
- Model 570
- MIMIX Availability

### Business Challenge

Shenzhen is a bustling hub in China's southern Guangdong Province and one of China's first and most successful Special Economic Zones. Situated directly north of Hong Kong, Shenzhen is home to 10 million people and has been a prime destination for domestic and foreign investment since the 1970s. Today Shenzhen is a major financial center in China and its import-export economy ranks among the first for major domestic cities.

Shenzhen Social Insurance Fund Administration is in charge of managing a system of accounts for medical, retirement and work-accident insurance. Whenever Shenzhen residents visit hospitals and use a government-issued medical insurance card to make payments for medical checkups, prescriptions and so forth, the department's system oversees the whole process to ensure accurate amounts are drawn from the insurer's account.

Operating in a city of exceptional scale, Shenzhen Social Insurance Fund Administration manages a huge volume of individual data consisting of more than 7.2 million retirement insurance accounts, 10.8 million medical insurance accounts, and 9.5 million industrial and commercial insurance accounts. Each day more than 100,000 people visit hospitals and use the cards issued by the department to make payments. More than 800,000 transactions are processed each month.

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With this in mind, Shenzhen Social Insurance Fund Administration faced a number of challenges including an unusually large customer base and the high sensitivity of personal information stored on the department's system. Moreover, the continuous availability of data was a key requirement since customers need 24-hour access to the system to make payments prior to or after hospital visits.

### Solution

Shenzhen Social Insurance Fund Administrations' current production server is an IBM i 595 while the back-up server is an IBM i 570. Built to be compatible with even the most complex IBM environments, Vision Solutions MIMIX Availability was recommended by the implementation team at Beijing Tianke Sinuo Information Co. Ltd for the following reasons:

- Real-time protection of insurance data
- Guarantee of uninterrupted service

"With MIMIX Availability deployed, Shenzhen Social Insurance Fund Administration is better protected through real-time data replication and a complete secondary standby server. With planned and unplanned downtime significantly minimized through MIMIX Availability, the department is more confident in its ability to serve the citizens of Shenzhen."



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High Availability Disaster Recovery Systems and Data Management