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# HP Improves Service Levels, Customer Response Times for First American Title

## Leading provider of title insurance and settlement services increases business agility with HP Converged Infrastructure

**Topics:** [Converged Infrastructure](#), [Instant-On Enterprise](#)

PALO ALTO, Calif. -- HP today announced that [First American Title Insurance Company](#) has upgraded its data center to an [HP Converged Infrastructure](#) to improve delivery of title and escrow services while supporting business growth.

First American Title executes up to 7,500 title orders each day while managing more than \$10 billion in escrow accounts. To ensure the efficient transfer of real estate, the company deployed its First American Software Technology (FAST), a proprietary title and escrow transaction system, enabling it to manage more than 8 million transactions daily, while serving more than 850 offices globally.

After evaluating server solutions from several vendors, First American selected an [HP ProLiant DL980 G7](#) server running Microsoft® Windows® Server 2008 R2 Enterprise Edition and Microsoft SQL Server 2008.

HP is the No. 1 worldwide vendor of x86 systems.<sup>(1)</sup> The HP ProLiant DL980 G7 server, the cornerstone of an HP Converged Infrastructure, has consistently achieved leading performance results on industry benchmarks across a variety of workloads, including database, and virtualization technologies on applications such as Java. It recently achieved a leadership performance result on the Linux platform on the two-tier SAP® Sales and Distribution (SD) standard application benchmark.<sup>(2)</sup>

“The performance and availability of our title and escrow processing services are critical to ensuring a smooth real estate transfer,” said Cameron Cosgrove, vice president, Infrastructure, First American Title Insurance Company. “With the HP ProLiant DL980 servers, we have consistent uptime as well as the capacity and processing speeds necessary to improve response time and service levels – and ultimately deliver a better customer experience.”

### HP ProLiant improves scalability, availability and energy efficiency

HP Converged Infrastructure delivers a unified management framework that allows clients to easily manage mixed environments of [HP Integrity](#) and [HP ProLiant](#) servers. HP Converged Infrastructure enabled First American to move its existing Windows SQL Server environment from HP Integrity to the new HP DL980 systems smoothly and with minimal disruption.

Accessing the FAST system and its SQL Server database 24/7 requires a scalable infrastructure that connects approximately 225 of the company’s servers while handling more than 16 terabytes (TB) of data. With the HP DL980, First American improved FAST’s transactions by nearly 30 percent,

accelerating the process and response times to customer requests for status updates and escrow accounts. In addition, the HP DL980 increased the systems transaction processing capacity by 80 percent, giving the company greater ability to support future technology projects and system developments.<sup>(3)</sup>

The HP DL980 servers also enabled First American to recognize significant space and power savings, reducing its server footprint by 50 percent and improving energy efficiencies by 70 percent.<sup>(3)</sup>

These results led First American to use HP DL980 servers for other workload-intensive applications, including its data warehouse solution. The HP DL980 reduced extract, transform and load (ETL) processing time from 8 hours to 2.5 hours and has improved service delivery time by 70 percent.<sup>(3)</sup>

First American relies on [HP Mission Critical Services](#) to maintain peak performance of its infrastructure, enabling the company to focus resources on supporting its ever-changing business environment.

HP Converged Infrastructure is a key component of the [Instant-On Enterprise](#). The Instant-On Enterprise embeds technology in everything it does to serve customers, employees, partners and citizens with whatever they need, instantly.

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<sup>(1)</sup> Worldwide Quarterly Server Tracker, International Data Corporation (IDC), November 2011.

<sup>(2)</sup> Results for respective performance briefs are as of the dates listed for each individual posting, found at <http://h18004.www1.hp.com/products/servers/benchmarks/new.html>. More information on SAP results, [www.sap.com/benchmark](http://www.sap.com/benchmark); SPEC results, [www.spec.org](http://www.spec.org); TPC-H results, [www.tpc.org](http://www.tpc.org). TPC-H 8-socket HP ProLiant DL980 G7 result of 219,887.9QphH @1000GB and \$1.86/QphH@1000GB with Windows 2008 R2 and SQL Server2008 R2; SPECvirt\_sc2010 8-socket HP ProLiant DL980 G7 with a score of 7,424, and 456 VMs with 10-core Intel® Xeon® processors E7-4870 2.4GHz, and RHEL 6.1 (KVM); SPECjbb2005 8-socket HP ProLiant DL980 G7 with 5,307,339 bops and 663,417 bops/JVM with 10-core Intel Xeon processors E7-4870 2.4GHz, and MS Windows Server 2008 R2 Ent. Ed. SP1; SPEC CPU2006 8-socket HP ProLiant DL980 G7 2,180 SPECint\_rate1006, 1,430 SPECfp\_rate2006 with 10-core Intel Xeon processor E7-4870 2.4GHz, and SUSE Linux Ent. Server 11 x86\_64 SP1; two-tier SAP SD standard application benchmark results of HP ProLiant DL980 G7 with 10-core Intel Xeon processors E7-4870 2.4GHz running Red Hat Enterprise Linux 6.2, MaxDB 7.8 database, and SAP enhancement package 4 for the SAP ERP application 6.0: 22,713 SAP SD benchmark users and 124,430 SAPS; Certification No. 2011052. SAP results as of December 2, 2011.

<sup>(3)</sup> Based on internal customer results.

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