

CASE STUDY

FROM PLAN B TO PLAN A: THE ALINSCO INSURANCE VMWARE EXIT

From Plan B to Plan A tells the story of how Alinsco Insurance turned VMware uncertainty into a decisive advantage. Facing rising costs and zero tolerance for downtime, Alinsco executed a bold, zero-disruption exit—migrating mission-critical insurance systems during business hours, on existing hardware, with **immediate performance gains**. The result: simplified operations, eliminated licensing risk, and a future-ready platform that proves a VMware exit doesn't have to be painful—it can be transformative.



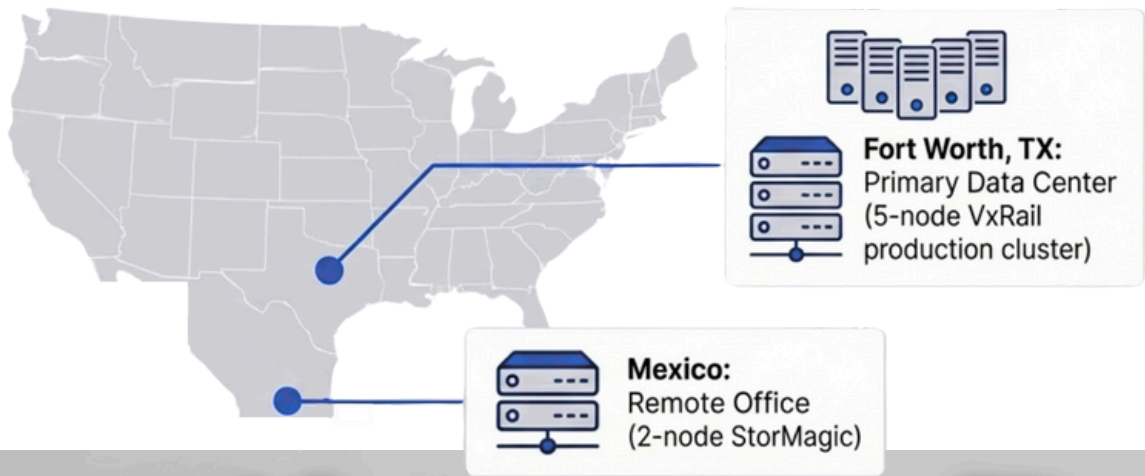
ZERO-DOWNTIME VMWARE MIGRATION DELIVERS COST SAVINGS AND OPERATIONAL SIMPLICITY

Company	Alinsco Insurance
Industry	Insurance
Previous Platform	VMware on VxRail, StorMagic
Locations	Fort Worth, TX; Mexico
Migration Completed	Aug 2024

About Alinsco Insurance

Alinsco Insurance is a Texas-based auto insurance company headquartered in Fort Worth. Since 2003, the company has served millions of Texas drivers through a network of thousands of independent insurance agents. Alinsco offers a range of auto insurance products designed for different customer needs, from credit-scored policies to coverage options for drivers with foreign identification. The company operates its own Web Applications for policy management and claims processing, supporting customers across Texas.

Alinsco's pre-migration infrastructure included a 5-node VxRail production cluster in Fort Worth and a 2-node VMware cluster running StorMagic in Mexico.



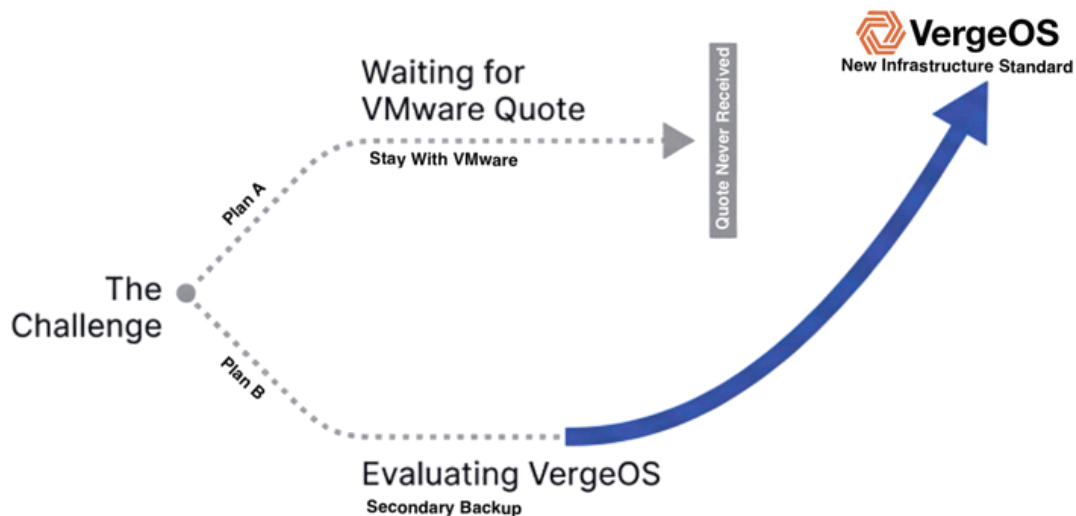
The Challenge

Broadcom's acquisition of VMware created an immediate problem for Alinsco Insurance. The company faced a license renewal with no visibility into future costs, and its Dell representative could not obtain responses from Broadcom. At one point, Broadcom's systems could not produce a quote for 30 days during an internal transition. "We never did get a quote for our VMware renewal," says Darrin Kirby, CIO at Alinsco Insurance. "It never came. I felt like that was part of their ploy—wait until the last minute so that their clients are left with no options but to re-sign."

The situation required a response that could accommodate Alinsco's operational constraints. The company runs mission-critical insurance applications that cannot tolerate downtime, with a 5-node VxRail cluster in Fort Worth handling production workloads and a 2-node StorMagic configuration at a remote location in Mexico. Any migration would need to happen without scheduled maintenance windows.

The Solution

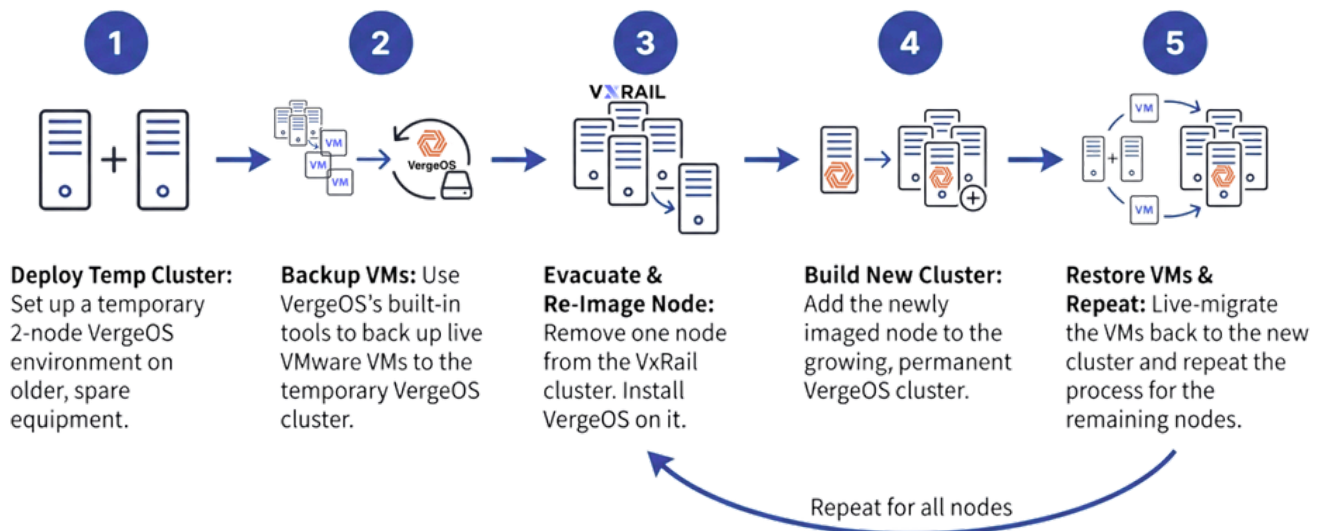
Alinsco initially evaluated VergeOS as a "Plan B" while waiting for VMware pricing. They deployed their first VergeOS environment in October 2023 at their Campeche, Mexico location using equipment from a recently closed office. The contingency plan quickly became the primary strategy. "We made that our Plan A," Kirby explains. "We had already found and figured out, just through the testing, that VergeOS is definitely going to be the way forward."



Zero-Downtime Migration Approach

The migration strategy preserved business continuity throughout the project by using a node-by-node approach. For their primary data center in Fort Worth, Alinsco set up a temporary 2-node VergeOS test environment using older equipment, backed up the VMware VMs to this temporary environment using VergeOS's built-in VMware migration capabilities, and then removed nodes from VxRail one at a time. Each removed node received a VergeOS installation and rejoined the growing cluster, allowing the team to complete the entire migration during normal business hours with no disruption to users or customers.

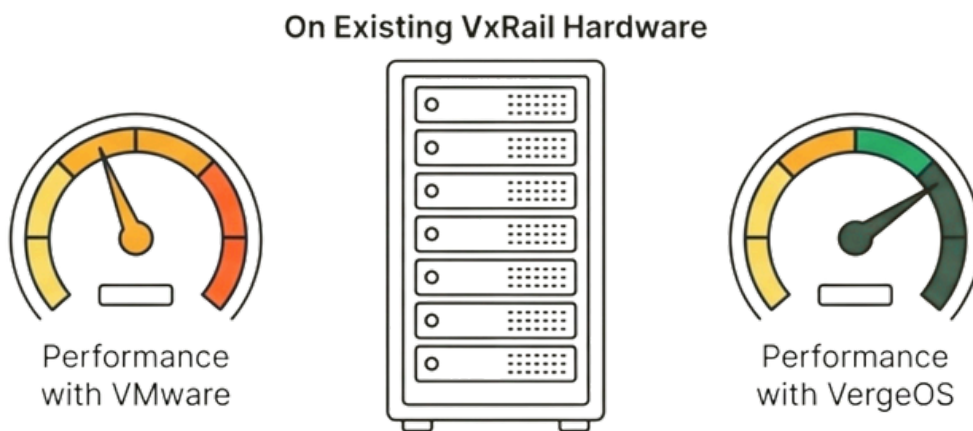
Bryan Dore, Director of IT at Alinsco, recalls the transition: "All that was done during the day, with no maintenance window. No one even knew that it happened." The final migration was completed on August 31st. The team moved web servers during off-hours as an extra precaution, though these migrations still experienced no downtime.



Hardware Retention and Performance

Alinsco continues to run on the existing VxRail hardware after the migration, with Park Place Technologies taking over maintenance under a contract that provides global coverage and 4-hour response times. Dell firmware updates remain available without an active maintenance contract, and performance on the same hardware actually improved after migrating to VergeOS.

"That's a huge benefit to us—being able to keep running on this older gear, which quite frankly runs faster with VergeOS than it did with VMware," Kirby notes. "Why do we need to upgrade?"







Deployment Timeline

Alinsco adopted VergeOS through a phased approach, enabling infrastructure modernization without business disruption. The first 2-node cluster went live in Mexico during October 2023, followed by the 5-node production cluster in Fort Worth in July 2024. Mexico received an additional 2-node expansion in October 2024, and Virginia added a 2-node expansion in October 2025.

Data Protection Architecture

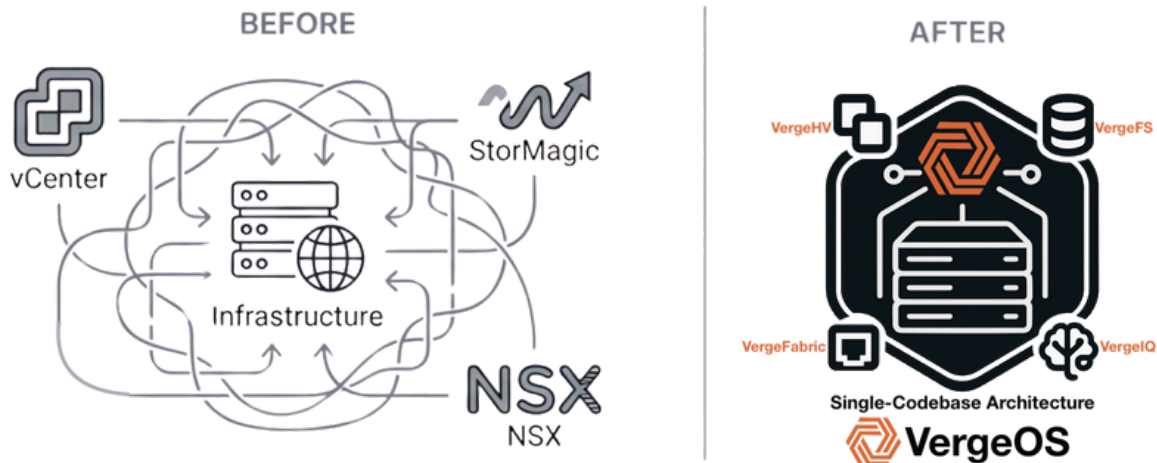
Alinsco implemented a multi-layered backup strategy with VergeOS-native capabilities, providing frontline data protection, and Veeam is used to back up a few remaining physical servers and a handful of desktops. Local hourly snapshots retain data for 24 hours, while daily immutable snapshots retain data for 45 days. The team exports snapshots to a NAS with 3-day retention, and cross-site replication between Fort Worth and Mexico maintains 90-day retention.

Multi-Layered Data Protection Architecture

	Layer 1: Local Protection	Hourly Local Snapshots (24-hour retention)
	Layer 2: Local Immutable	Daily Immutable Snapshots (45-day retention)
	Layer 3: External Backup	Snapshot Exports to NAS (3-day retention)
	Layer 4: Disaster Recovery	Cross-Site Replication to Mexico (90-day retention)

Support Experience

Alinsco ranks VergelO as their top vendor for support quality, with response times measured in minutes rather than hours. "90% of the time, I get an answer in the first two minutes," Dore says, "escalations have never taken more than an hour or two. It's almost immediate." This experience contrasts with support calls lasting over 8 hours with other vendors. VergelO's support team self-escalates when needed, with engineers joining calls while the customer remains on the line.



Operational Simplicity

The unified VergeOS interface eliminated the need to switch between management tools, a change that Dore appreciates in daily operations. "It's very hands-off, actually. On a day-to-day basis, it's very easy to perform tasks such as creating a virtual machine, cloning one, or recovering a virtual machine."

Alinsco has tested all recovery scenarios in real-world situations, including complete VM restoration under pressure, individual file recovery via snapshot mounting, and complete system recovery. The team completed a recent system upgrade in half a day with minimal intervention, whereas VxRail upgrades required scheduled pre-flight meetings and constant online monitoring.

Cost Savings

Alinsco reduced infrastructure costs across multiple areas following the migration. VMware licensing renewal costs disappeared entirely, as did StorMagic licensing fees at remote sites. The VxRail hardware refresh became unnecessary, and third-party maintenance costs less than OEM contracts. Ada Zuniga, Senior Network Engineer at Alinsco, points out that VergeOS networking capabilities also replaced the need for separate solutions like NSX, further reducing complexity and cost.



Eliminated VMware Licensing
Complete removal of renewal costs.



Eliminated StorMagic Licensing
No longer needed for remote sites.



Avoided Hardware Refresh
Continued use of existing VxRail hardware, deferring a major capital expenditure.



Reduced Maintenance Costs
Third-party maintenance from Park Place Technologies costs less than OEM contracts.



Consolidated Backup and Networking
VergeOS networking capabilities replaced the need for separate solutions

Looking Ahead

Alinsco has some additional unused servers that they are looking to use for expansion, again without buying new hardware. The team is looking forward to potentially migrating AWS workloads back to on-premises infrastructure. Finally, the Alinsco Development team is looking forward to using VergeOS new AI features that keep the organization's data private.

The Bottom Line

For organizations considering a similar move, Kirby offers straightforward advice: "It's a no-brainer. I'm not really sure what anyone would be afraid of. There is just absolutely no downside. So what are you waiting for? You could actually do this tonight if you wanted to."

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