UNITAS GLOBAL

LEADING INSURANCE PROVIDER

Leading Insurance Provider Chooses Unitas Global to Build New Platform Infrastructure

THE CHALLENGE

73% OF INSURANCE COMPANIES USE HYBRID CLOUD – Building Trust in a Cloudy Sky: Practical Guidance and the State of Cloud Security, McAffee, 2017

CLOUD ADOPTION AMONG INSURERS HAS RISEN FROM 20% TO 70% IN 2 YEARS – Cloud Adoption in Insurance: Trends and Issues, Novarica, 2018

10% OF INSURERS RUN MOST OF THEIR INFRASTRUCTURE IN CLOUD – Cloud Adoption in Insurance: Trends and Issues, Novarica, 2018

THE CHALLENGE

THE CLIENT IS A LEADING PLAYER IN A CRITICAL SUB-SECTOR OF THE INSURANCE INDUSTRY. AS AN ESTABLISHED COMPANY, THEY HAD WEATHERED MANY DRAMATIC CHANGES IN TECHNOLOGY AND BUSINESS PRACTICES. SEEING THE OPPORTUNITY TO EXPAND THEIR REACH AND CONNECT WITH CONSUMERS DIRECTLY, AND THEIR COMPETITORS MOVING IN SIMILAR DIRECTIONS, THEY DECIDED TO SET UP A SALES PLATFORM. ALONG WITH A DIVISION DESIGNED TO OPERATE MORE LIKE A MODERN STARTUP, THIS WOULD FOSTER INNOVATION AND ALLOW THEM TO RESPOND QUICKLY TO THE MARKET. BUT TO ACHIEVE THAT GOAL, THE CLIENT NEEDED INFRASTRUCTURE THEY COULD NOT BUILD THEMSELVES, AS WELL AS KNOWLEDGE AND SKILLS THEY DID NOT POSSESS.

KEY CHALLENGES

• Setting up a new, direct sales platform, with new infrastructure in time for launch

• Creating a mature production environment in AWS to facilitate agile development for the new team & platform

• Deploying and managing the required infrastructure efficiently, cost-effectively, and in time

The technical challenges of setting up a new platform and division within any large enterprise are substantial; the business and operational challenges equally so. Creating a platform outside their traditional corporate structure was necessary, but also had the potential to be costly and time-consuming if not managed correctly.

To cut expenditures and allow the new sales platform to reach minimum viability without a prohibitively costly capital investment, the board decided to hire outside companies for most of the work involved. All resources required would therefore be have to be rented.

Having contracted a development firm for the software aspect of their new solution, the client needed to build out the requisite infrastructure in the right way. That infrastructure would need proper management to work with the platform the developers were building.

Considering the significant hurdles they would need to overcome, and the high risk of failure, the client needed a company to help them set up their new platform and make sure their infrastructure was perfectly suited to support the job ahead.

THE SOLUTION

UNITAS WAS ABLE TO DESIGN, SET UP, AND MANAGE THE INFRASTRUCTURE FOR THE CLIENT'S NEW SALES PLATFORM AS AN END-TO-END SERVICE. APPLYING INNOVATIVE TOOLS ACCESSIBLE VIA AWS, THE SOLUTION LEVERAGES AMAZON'S NEW MANAGED KUBERNETES SERVICE AND UNITAS' SPECIALIST KNOWLEDGE OF THE CLOUD TO FACILITATE AGILE DEVELOPMENT WITHIN A MATURE AWS PRODUCTION ENVIRONMENT.

Unitas' five-stage methodology ensures a process of both prompt delivery and client satisfaction throughout our projects:

DISCOVERY
There is no one-size-fits-all solution. Unitas' team worked closely with the client to determine their requirements, budgets, and operational goals for the project well in advance, and will follow these guidelines for all future work.

Unitas worked with the client's team throughout this stage to define what a viable production architecture looked like for them: the operability standards it needs to support, how logs should be managed, etc.

DESIGN
Unitas then designed a custom solution to meet those needs. The solution leveraged Amazon's newly-launched managed kubernetes service and ran on a fully AWS stack, providing primary access to state-of-the-art technologies, infrastructure, and management tools. The stack design was necessarily complex and included multiple tools, services, and technologies all requiring management and automated services to run effectively.

Unitas is one of the few Managed Service Providers able to not only architect and build this intricate solution in AWS, but also to provide ongoing management after deployment and training have been completed.

DEPLOYMENT
Having finalized the designs for the new system, Unitas' engineers worked with the the client's network management team to execute the plan rapidly, in time for launch in early 2019.

IMPLEMENTATION & TRAINING
Post-deployment, Unitas will work to get the client's new division up to speed on and fully engaged with their new infrastructure. While ongoing management is provided as standard, this training ensures the client's personnel are fully able to use their new platform at launch and can integrate it smoothly into their new division's business processes.

MANAGEMENT
Unitas will continue to provide ongoing management for the client's newly installed systems. Unitas' end-to-end SLA, which not only offers comprehensive support services post-project, but also financial compensation for outages and downtime, ensures long-term operational excellence, security, and peace of mind for clients.

OUTCOME

With cutting-edge AWS infrastructure in place, and the everyday management of the infrastructure offloaded to Unitas, the client was able to focus on building out their new sales platform. The cost-efficiencies inherent in outsourcing both development and infrastructure for the new division are reflected in the solution, thanks to the capabilities delivered by AWS and Unitas' own expertise in the cloud.

Adding services and operational capabilities to the new division is also made significantly simpler by the agile methodology facilitated by the new infrastructure.

Taking the first step down a new road in any business requires infrastructure to match and the groundwork to be laid well in advance. Unitas is not only able to design and build that road for clients but provides a map and detailed directions to match.

BENEFITS:

- FUTURE-PROOFED INFRASTRUCTURE READY ON LAUNCH
- STAFF TRAINING IN USE OF NEW INFRASTRUCTURE AND AGILE METHODOLOGIES
- COST-EFFECTIVE SOLUTION TAILORED FOR THE NEW PLATFORM AND DIVISION
- ACCESS TO EXCLUSIVE SERVICES AND TOOLS AVAILABLE IN AWS

Find out what a hybrid cloud solution looks like for you.

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