

# A Global Insurance Company Increases its Velocity of Cloud Migration with Tech Mahindra's Accelerators



## Overview

Our client, the global insurance company is a leading life insurance provider in East Asia. They focus on a multi-channel distribution strategy of bancassurance, agency, direct / telemarketing, and alternative channel like group insurance. They wanted to grow their sales and improve their customer base, which required enabling better IT capabilities with automation and the cloud. We helped identify the requirements for data cloud migration and defined the roadmap. TechM's accelerators enabled the cloud transformation and migrated the applications and infrastructure into the cloud. The solution improved the velocity of migrations and enabled cost savings.

## Client Background and Challenge

The client's Asian business had their business goals of achieving a certain growth in their sales, lives insured and total number of customers, through the next 3 years. This required business agility to be enabled by the IT side. The chief information officer was looking at a roadmap to:

- Do away with their leased data centres and move to a new digital stack.
- Utilize this opportunity to standardize 90% of the new stack across various lines of businesses with 10% being customizable for geo specific requirements (regulatory, language).
- Have faster, simpler, cleaner IT with capabilities like hyper automation and self-service

This also meant the readiness for the cloud had to be checked and the IT operating model had to be redefined. All these would enable savings which could be ploughed back to transformation initiatives.

## Our Approach and Solution

**The Approach:** TechM with client's strategic initiatives, identified the relevant digital interventions required as a vision for transformation. These included 4 themes across growth with new products/markets and enhancing the customer experience (CX / buying experience), with each theme having their own proposed interventions.

This vision needed a roadmap that would make them ready for such state, beginning with cloud transformation (move the infrastructure and applications to cloud). Tech Mahindra was able to quickly identify and bring the right partner ecosystem and orchestrate them seamlessly, for example- info and policies moving to partners on weekly basis, and impact of movement from mainframe on this ecosystem.

**The Solution:** We setup a value realization office that works as part of the client steering committee and provides the right governance to achieve KPIs (key performance indicators) and strategic outlook to use these savings and fund the digital transformation initiative.

We prepared a heatmap of portfolio, applications impacting business, and 4-5 weeks of assessment to produce plan for stabilizing operations. We then helped them define the future state operating model that would seamlessly enable a shift from "transition and operate till sunset" to "extremely automated IT Ops on a completely digital stack." Our cloud advisory enabled a committed savings year on year (YoY) and helped them to make their decisions on the optimization roadmap.

Leveraging our cloud migration accelerators, and cloud transformation specialists we seamlessly migrated around 30 Intel x 86 applications with multiple databases of more than 40 TB, running from on-premises to Azure. We also migrated around 5 business-critical legacy applications, 60 TB of IBM data to cloud, considering the tight integration between x86 components and legacy workloads within the timelines. Additionally, as part of transformation, TechM migrated over 100 applications of 8+ business units spread across the APAC region onto Microsoft Azure. And we are providing cloud operations support for 4500+ virtual machines, 200+ apps, and 80+ database services as well.

## Business and Community Impact



Worked on a total cost of ownership (TCO) framework that gave a way to apportion costs across IT and across applications



Enabled 15% savings in hardware and assets



The engagement operates on a model of committed cost savings for client year on year



Increased velocity of migration of commercial off-the-shelf (COTS) products from on-premises to Azure Cloud with approximately 30 applications and their databases migrated in 6 months, with TechM accelerators



Accelerated pace of migration through Agile, CI/CD, infrastructure-as-code



Improved service delivery model with up to 80% automation

To know more, reach us at [DigitALL@techmahindra.com](mailto:DigitALL@techmahindra.com)



**TECH**  
mahindra