HYBRID CLOUD MIGRATION & TRANSFORMATION FOR PRUDENTIAL LIFE ASSURANCE THAILAND (PLT)

Case Study.

Connected World.
Connected Experiences.

BUSINESS SCENARIO

The client was planning an aggressive modernization exercise that would result in them moving their infrastructure to the Cloud. They engaged Tech Mahindra to take over the execution of datacenter consolidation & cloud transformation plan and provide committed savings. Following were multiple challenges in executing a complex engagement of this size:

- The client had different variances of legacy core insurance platform and wanted to migrate to hybrid cloud while laying foundation for their digital platforms

- The client wanted to retain no CAPEX and wanted to move to a utility services mode of operations across towers – datacenter, end user computing, networks and asset lifecycle management

- Apart from the scale of operations involved, the client planned to migrate 35+ business applications to the hybrid cloud by 2021

Tech Mahindra started working with PLT in June 2020 for their large-scale cloud transformation journey with an agenda to eventually close down their datacenter's and migrate the infrastructure and applications to Azure and SkyTap Cloud to bring in cost efficiencies and have a boundaryless flexible workflow with scalable infrastructure.

The scope includes migration of ~30 Intel x86 applications running from on on-premise to Azure cloud and ~5 IBM business critical legacy applications to SkyTap taking into consideration the tight integration between x86 components and legacy IBM workloads to be managed within the tight time.The x86 workload migration was automated with IaC and CI/CD based approach using Windows Application Package and Ansible Playbooks and adopted Lift and Shift for IBM workloads.Tech Mahindra with it's large scale transformation experience was able to successfully implement the cloud transformation and execute the data centre decommission.

OUR SOLUTION

CLOUD STRATEGY AND ASSESSMENT

- Conducted a deep-dive assessment of application and their inter dependencies to assist in finalizing solutions options, migration approach, and orchestration analysis

- Creation of Cloud foundations Architecture and Design framework to have a single source of truth for design approach and decisions. The architectural principles included : control the access, protect the data, secure the network, monitor the environment, deploy infrastructure as code (iac)

AZURE CLOUD MIGRATION

- Successfully completed the migration of complex and business critical applications like imaging & workflow, SunGL, ePOS enterprise service bus with Tech Mahindra's standardized migration methodologies to support large scale data migration both offline and online methods

- Automated the migration through Windows Application Package and Ansible Playbooks to perform repeatable installation across all environments

- Automation of infrastructure deployment, platform installation, configuration and application deployment along with upgrade of tech stack.

CI / CD BLUEPRINT
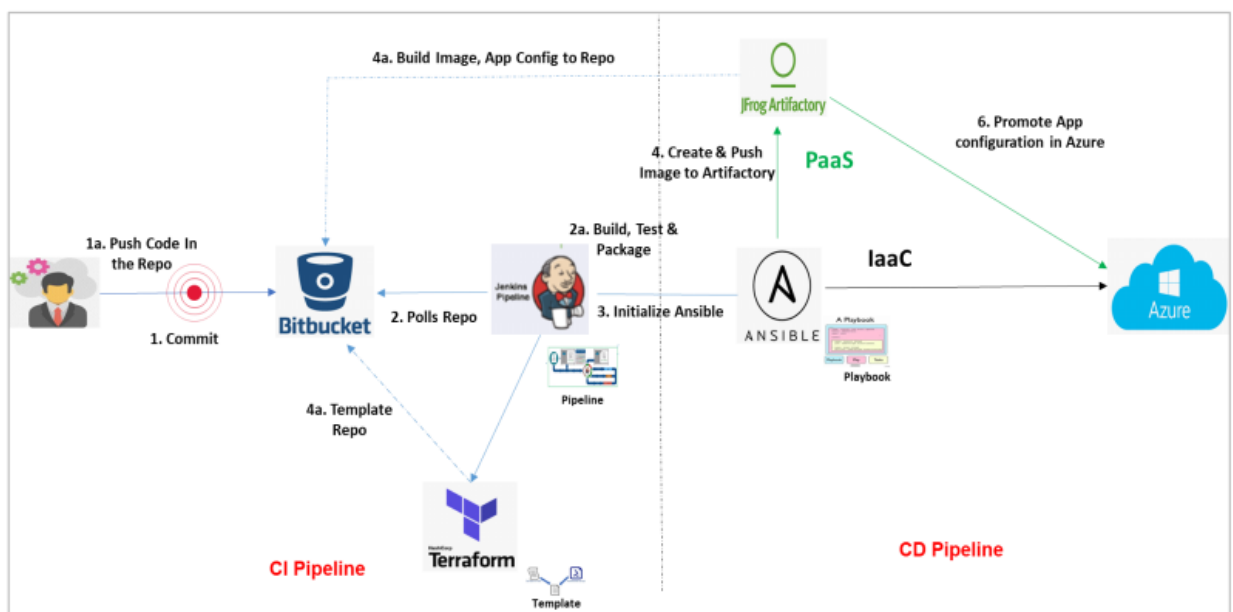
SKYTAP CLOUD MIGRATION

- SKYTAP provides software-defined datacenter (DCC) hosting of IBM platform natively (IBM i-series & p-series)in public domain via software as a service(SaaS) model. It integrates seamlessly with microsoft azure (Azure) allowing direct integration with x86 platform hosted in Azure

- Migration to SKYTAP enabled scalability-at-speed for application-hosting infrastructure with minimal downtime for resource upscaling to meet new business demands or downscaling for cost optimization

- SKYTAP also enabled snapshot-based technology to IBM system for quicker and more robust rollback options for major OS or application patching and / or deployment. Having a robust rollback option helped us having an agile approach to application development

- Successfully migrated legacy applications like LifeAsia (AS400), FileNet and DB2 to SKYTAP within 3 months time period with lift & shift approach without impacting users or rewriting applications. The migrated systems front-end applications are fully integrated with x86 application components hosted in Azure SEA

- The migrated AS400 batch processing was reported to have around 50% improvement and the weekly backup of the FileNet application server (datastores) reduced from 37 hours to 15.5 hours in SKYTAP. The new environment provides increased performance, reliability, and disaster recovery capabilities

AWS SERVICES CONSUMED

THIRD PARTY SOLUTION

- Azure Virtual Network
- Azure Content Delivery Network
- Azure Data Factory
- Azure Express Route
- Azure Traffic Manager
- Azure Key Vault
- Azure Load Balancer
- Azure App Service
- Azure Analysis Services

- Azure Network Watcher
- Azure VPN Gateway
- Azure Redis Cache
- Azure Event Hubs
- Azure PaaS Database
- Azure Powershell
- Azure Cloud Native Services for SKYTAP

- Bitbucket
- Bamboo
- Jfrog Artifactory
- Jenkins
- SCCM
- Ansible
- Terraform
- Hashicorp Vault
- Cyberark
- SonarQube

VALUE DELIVERED

- Accelerated pace of migration through **Agile, CI/CD, Infrastructure-as-Code**
- Seamless migration for multiple databases of more than **40 TB from on-premise to Azure cloud**
- Migrated more than **60 TB of IBM application data from on-premise to SKYTAP Cloud**
- Increased the velocity of migration of COTS products from On-premise to Azure Cloud with **~30 applications and their databases migrated in 6 months**
- Proven Tech Mahindra accelerators and well experienced workforce to handle large scale complex data migration leveraging in-built Azure and third party toolsImproved Service Delivery Model with up to **80% automation**
- Committed **Cost savings for Client over 7 year period**

Prudential Thailand, has recently proven that by combining the power of their partnership with Tech Mahindra, the acceleration of their cloud capabilities and the strategic know-how and support of their Prudential regional counterparts, they have not only closed the gap created by InsureTech but very well on their way of becoming a disruptor themselves.

Jennifer Villalobos
Chief Digital and Technology Officer
Prudential Life Assurance
(Thailand) PCL

About Tech Mahindra

Tech Mahindra offers innovative and customer-centric digital experiences, enabling enterprises, associates and the society to Rise. We are a USD 5.1 billion organization with 141,100+ professionals across 90 countries helping 1123 global customers, including Fortune 500 companies. We are focused on leveraging next-generation technologies including 5G, Blockchain, Cybersecurity, Artificial Intelligence, and more, to enable end-to-end digital transformation for global customers. Tech Mahindra is one of the fastest growing brands and amongst the top 15 IT service providers globally. Tech Mahindra has consistently emerged as a leader in sustainability and is recognized amongst the '2021 Global 100 Most sustainable corporations in the World' by Corporate Knights. With the NXT.NOW™ framework, Tech Mahindra aims to enhance 'Human Centric Experience' for our ecosystem and drive collaborative disruption with synergies arising from a robust portfolio of companies. Tech Mahindra aims at delivering tomorrow's experiences today, and believes that the 'Future is Now'.

We are part of the Mahindra Group, founded in 1945, one of the largest and most admired multinational federation of companies with 260,000 employees in over 100 countries. It enjoys a leadership position in farm equipment, utility vehicles, information technology and financial services in India and is the world's largest tractor company by volume. It has a strong presence in renewable energy, agriculture, logistics, hospitality and real estate. The Mahindra Group has a clear focus on leading ESG globally, enabling rural prosperity and enhancing urban living, with a goal to drive positive change in the lives of communities and stakeholders to enable them to Rise.

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