

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

CASE STUDY



ABOUT THE CUSTOMER

Prudential Life Assurance in Thailand (PLT) has become one of the leading life insurance providers for Thai families. The company focuses on multi-channel distribution strategy and current distribution channels consists of Bancassurance, Agency, Direct / Tele marketing and alternative channel including Group Insurance.

Through a robust multi-channel distribution platform, Prudential Life Assurance (PLT) provides a comprehensive range of savings, investment and protection products to meet the diverse needs of Thai families.

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:

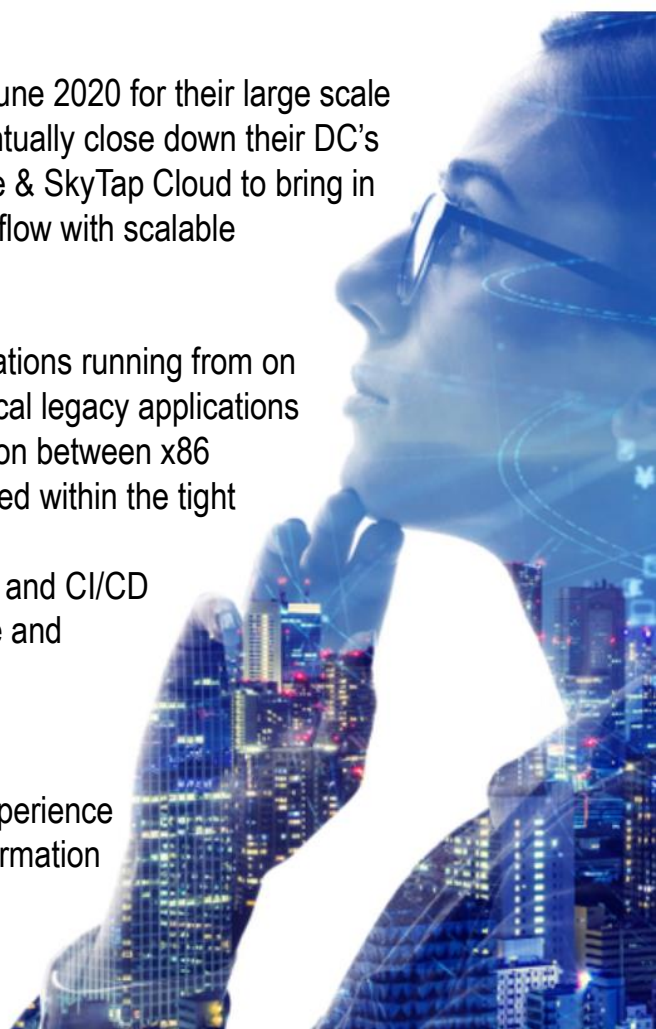
- The client had different variances of legacy core insurance platform and wanted to migrate to hybrid cloud while laying foundation for their digital platforms
- The client wanted to retain no CAPEX and wanted to move to a utility services mode of operations across towers – Datacenter, End User Computing, 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 its engagement with PLT in June 2020 for their large scale Cloud transformation journey with an agenda to eventually close down their DC's and migrate the infrastructure & applications to Azure & SkyTap Cloud to bring in cost efficiencies & have a boundaryless flexible workflow with scalable infrastructure.

The scope includes migration of ~30 Intel x86 applications running from 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 its large scale transformation experience was able to successfully implement the cloud transformation and execute the Data Centre Decommission.



OUR SOLUTION

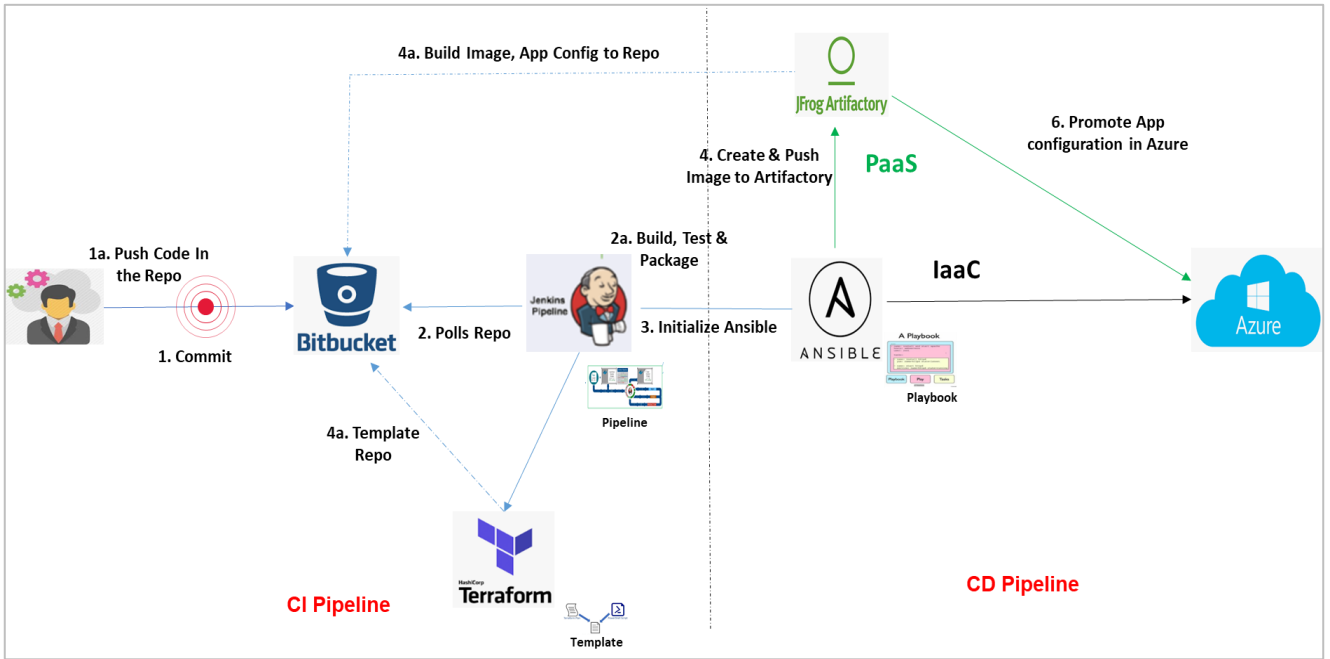
CLOUD STRATEGY & ASSESSMENT

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

AZURE CLOUD SERVICES CONSUMED

- 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

3RD PARTY SOLUTIONS

- 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 & well experienced workforce to handle large scale complex data migration leveraging in-built Azure and third party tools

Improved Service Delivery Model with up to
80% Automation

Committed
cost savings for Client over 7 year period



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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

**Tech
Mahindra**



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