

CASE STUDY

IZO™ PRIVATE CLOUD
ENABLES AUTO & GENERAL
GROUP (SOUTHEAST ASIA) TO
ACHIEVE BORDERLESS GROWTH
WITH SUCCESSFUL LAUNCH OF
NEW BUSINESSES IN SOUTHEAST
ASIAN MARKETS.

TARGETING COMPETITIVE MARKETS, INSURER SOUGHT TO ALIGN ITS COSTS AND REVENUES AND OPTIMISE ITS INVESTMENTS. SECURE HYBRID CLOUD ENABLED WITH MANAGED SERVICES PROVED TO BE THE BEST POLICY.

BUSINESS CHALLENGE

Bursting into new and competitive markets, Auto & General Group (Southeast Asia) sought a secure hybrid cloud model to keep its infrastructure costs low and streamline business processes, while ensuring its customers were well protected. This would offer dividends to the Group and its customers in equal measure.

SOLUTION

The Tata Communications comprehensive cloud and security portfolio fitted those needs precisely, while offering optimised total cost of ownership. A combination of IZO™ Private Cloud, Managed Security Services, MPLS and Internet Access from Tata Communications offered flexibility for growth with industry-leading services and cyber-protection levels.

BENEFITS

Launches of new businesses in Singapore and Thailand were highly successful and customer feedback confirms that. The choice of managed services for hybrid cloud infrastructure helped the Group’s IT team focus on more strategic matters for greater productivity.



Business understanding to assure best-fit solution



Flexibility and scalability for competitive advantage



One-stop shop for secure hybrid cloud



24/7 support model

“The Tata Communications account team offered us a unique one-stop shop for our infrastructure needs with the best virtualisation and security options. We found its managed services team to be technically strong, too, with the best understanding of our business”

SAIPRASAD JANAKIRAMAN, IT APPLICATIONS & PROJECT LEAD, AUTO & GENERAL GROUP (SOUTHEAST ASIA)

ABOUT AUTO & GENERAL GROUP (SOUTHEAST ASIA)

As a new player in competitive markets like Singapore and Thailand, the Auto & General Group (Southeast Asia) is a part of the global Budget Insurance Group, which provides insurance solutions to millions of policyholders worldwide. The Group launched Budget Direct Insurance in Singapore, offering car, motorcycle, and travel insurance directly to consumers. In Thailand, it came to market with EasyCompare, a new car insurance comparison website and broker business.

For more information go to:
<https://www.budgetdirect.com.sg/about-us>
<https://www.easycompare.co.th/about-us>

FIRST WITH A DIGITAL BUSINESS MODEL

As a new and ambitious player in the competitive markets of Singapore and Thailand, Auto & General Group (Southeast Asia) was looking for quick scalability at optimised costs. It chose infrastructure-as-a-service as its preferred IT operating model.

Saiprasad Janakiraman, IT Applications & Project Lead, Auto & General Group (Southeast Asia), explains: “We aimed to be the first insurer to have our infrastructure completely hosted in a hybrid cloud with security features like managed firewalls and DDoS protection as well as high-speed MPLS and Internet service for network access.”

That agile approach would closely match IT spend to business growth while providing the flexibility and scalability for competitive advantage in fast-moving Asian markets. After evaluating potential providers, Auto & General Group (Southeast Asia) chose Tata Communications as its cloud partner.

“The Tata Communications account team offered us a unique one-stop shop for our infrastructure needs with the best virtualisation and security options,” says Saiprasad. “We found its managed services team to be technically strong, too, with the best understanding of our business. When we did a like-for-like comparison of total cost of ownership, Tata Communications topped the list.”

PASSING THE BENEFITS TO POLICYHOLDERS

When Auto & General Group (Southeast Asia) launched Budget Direct Insurance in Singapore in October 2016, offering car insurance, and travel insurance, IZO™ Private Cloud was chosen for hosting business applications and storing CRM data. Disaster recovery and managed data back-up were included. MPLS service from Tata Communications helped with connectivity between its data centre and two offices. Dedicated Internet Access and DDoS and firewall services were also part of the solution.

Saiprasad says: “As a start-up, our intention was to pass on cost and service benefits to our customers by keeping infrastructure investments lean, ensuring watertight security and using the cloud to streamline business processes. Customer feedback confirms we succeeded in that. Monthly charges from Tata Communications are much lower than other service providers we evaluated, while still assuring industry-leading SLAs.”

The launch of EasyCompare, a new car insurance comparison website and broker business based in Thailand, followed in May 2017. Auto & General Group (Southeast Asia) extended the range of products from Tata Communications to Managed Security Services, which included a physical managed firewall at the main IZO™ Private Cloud site, a web-based firewall at the disaster recovery site, and a Managed DDoS service protecting the EasyCompare website against cyber-attack. Internet Access Services provided web connectivity.



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SUPPORTING BUSINESS GROWTH WITH PROMPT SERVICE AND SECURE HYBRID CLOUD

As a one-stop shop for hosting and management of all services, partnering with Tata Communications has ensured Auto & General Group (Southeast Asia) can scale-up and scale-down its infrastructure as business demands. Tata Communications co-ordinates everything including the last mile.

Cyber-security is in safe hands. “Managed Security Services from Tata Communications help us in ensuring all transaction traffic is protected,” confirms Saiprasad.

The platform has been stable and robust. The business launches in Singapore and Thailand were failure-free and since then there have been no major incidents. The 24/7 support model used by Tata Communications means Auto & General Group is assured of immediate action in case of any issues.

Saiprasad says: “Service is prompt and comprehensive, with constant communication and feedback. Tata Communications provides us with a technical account manager as well as a service manager. That’s a major plus, which, as we understand, isn’t provided by any other virtual private cloud provider we evaluated.”

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SET FAIR FOR THE FUTURE

Using Tata Communications services, Auto & General Group (Southeast Asia) calculates its total cost of ownership is lower than it would have been with other virtual private cloud suppliers, while offering customised solutions and unparalleled SLAs. Furthermore, the fully managed nature of the service is helping the Group's lean IT team focus more productively on strategic matters.

“The Tata Communications sales and support team understands our business and helps in providing solutions,” says Saiprasad. “For instance, we were offered the privileged access management tool by Tata Communications, which has met our compliance needs by ensuring best user access security for all our servers.”

In terms of the ongoing relationship between Auto & General Group (Southeast Asia) and Tata Communications, there's a strong intent to continue to use the hybrid cloud model that's served so well so far.

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ABOUT IZO™ PRIVATE CLOUD

Delivering a high-performance IT-ready infrastructure for a seamless experience, IZO™ Private Cloud is a fully integrated and managed enterprise cloud solution offering advanced automation and orchestration to transform IT environments across any business. With IZO™ Private Cloud, Tata Communications can help digitally transform business infrastructures, so customers can grow and innovate. It enables them to seamlessly scale-up and scale-down resources, plus they can burst into public cloud platforms when needed.

Freedom of choice comes through integrating, managing and controlling distributed IT environments using a single orchestration platform. The open and flexible Tata Communications platform offers a choice of hypervisors, operating systems and storage. Best of all, with IZO™ Private Cloud dedicated or virtual integrated security architectures are configurable using role-based access control (RBAC) and lightweight directory access protocol (LDAP) integration. Furthermore, IT teams get peace of mind from 24/7 support with information technology infrastructure library (ITIL) integrated processes backed by enterprise service level agreements (SLAs).

Find out more at:

<https://www.tatacommunications.com/services/cloud/cloud-platforms/izo-private-cloud/>

www.tatacommunications.com.

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