Leading mobile insurance company accelerates customer onboarding using automation and cloud orchestration

Achieves 100% PCI compliance, reduces build time from 14 days to 20 minutes

About the Client

A leading global mobile insurance company, the client offers products and solutions to top-tier telecom service providers, retailers, and mobile phone carriers to help insure their mobile devices for sale.

Goals
AUTOMATING INFRASTRUCTURE PROVISIONING FOR HIGHER SALES, BETTER CUSTOMER SERVICE

The introduction of new billing plans and mobile handsets on a daily basis resulted in increased demand for the client's mobile insurance solutions. However, the client's end customer (telco) onboarding process was both cumbersome and time consuming, sometimes taking as long as two months. With multiple teams working on different solutions to process customer requests across global locations, the process lacked coherence and efficiency.

The client's primary objective was better customer service through faster customer (telco) onboarding. With this, the client also wanted to boost sales. Moreover, they wanted to ensure 100% payment card industry data security standard (PCI) compliance and more efficient management of their diverse IT infrastructure.

Microland
PROVIDING RELIABLE CLOUD-BASED SERVICES WITH CUTTING-EDGE SOLUTIONS

The client partnered with Microland based on our high quality and best-in-class IT infrastructure solutions and

Client's IT Landscape
▪ 29 datacenters across the world
▪ More than 7,000 virtual machines
▪ 20 different server environments
▪ Four major databases across the world

cloud-based services.

We have developed cutting-edge solutions in partnership with industry-leading cloud vendors such as VMware and Citrix. These solutions are further backed by highly capable, certified, and seasoned professionals.

Transformation
STREAMLINING THE CUSTOMER ONBOARDING PROCESS

The process of provisioning infrastructure and platforms involved extensive design and build, integration and automation. To ensure the successful execution of VMware's cloud and virtualization technologies, we worked closely with the client and used our state-of-the-art cloud orchestration tools. This ensured faster provisioning by simplified release management. Figure 1 describes the services provided by Microland.
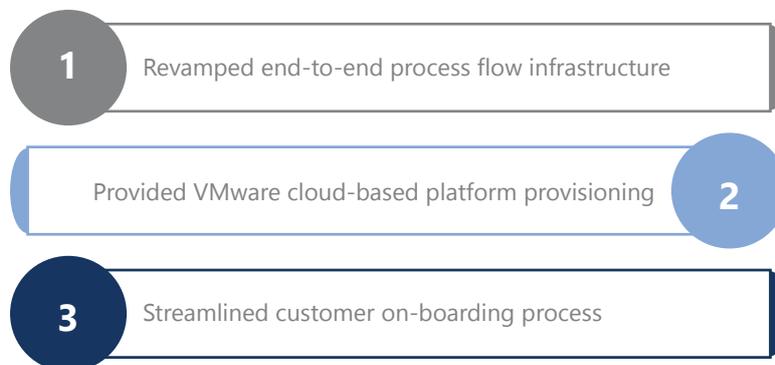
1 Revamped end-to-end process flow infrastructure

2 Provided VMware cloud-based platform provisioning

3 Streamlined customer on-boarding process

Figure 1. Services provided by Microland

MICROLAND®

Built, integrated, and automated the process of infrastructure provisioning

Phase 1

Phase 2

Phase 3

Simplified application release management and fine-tuned the process, thus ensuring faster time-to-market and boosting revenue

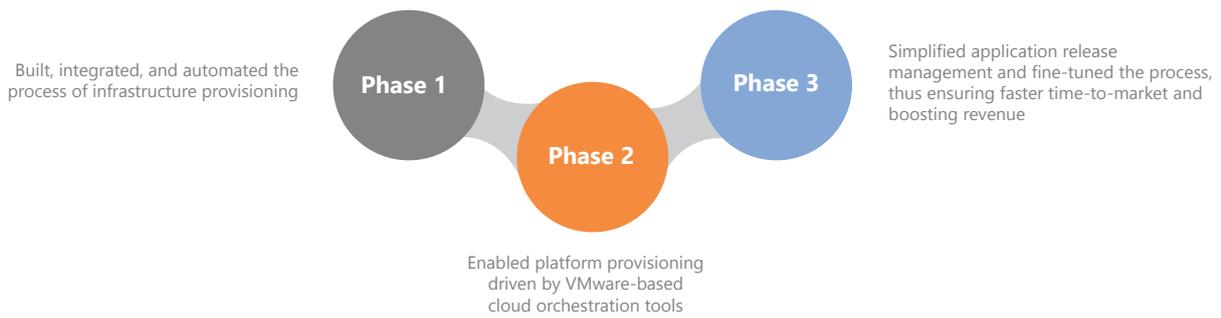Enabled platform provisioning driven by VMware-based cloud orchestration tools

Figure 2: Our three-phase approach

Outcomes

SIMPLIFIED PROCESSES TO DRIVE AGILITY, PREDICTABILITY, AND COST-EFFECTIVENESS

By partnering with us, the client achieved better customer experience, higher agility, enhanced predictability, and cost effectiveness through automation:

AGILITY

- **Accelerated infrastructure build time –** from 14 days to 20 minutes
- **Reduced platform provisioning time –** from two months to less than two hours
- **Reduced time taken for application release and process fine tuning –** from two months to about three hours
- **Reduced time taken for provisioning of the entire service stack** and environment from two months to five to six hours

PREDICTABILITY

- **Migrate around 1000 mobility accounts each day** with zero data loss over six consecutive months by harnessing our Messaging Factory Migration Framework.
- **Seamless and error-free migration of about 330** servers in the first six months through early detection and resolution of configuration differences by leveraging a well-defined Hand Over to Support (HOTS) methodology.

COST EFFECTIVENESS

- **Reduce support cost per device** by harnessing standardized and process-driven tasks from offshore locations.

USER EXPERIENCE

- **Improve Customer Satisfaction (CSAT)** scores on transaction handling from 4.3 to 5 and from 4.6 to 5.

About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

MICROLAND®