

Cloud Migration Modernization for a Global Insurance Provider (Confidential Client)

KPCS Consulting Case Study

EXECUTIVE SUMMARY:

KPCS Consulting helped a global insurance provider modernize its IT infrastructure by **migrating key applications from an on-premises data center to Microsoft Azure**, enabling **greater efficiency, scalability, security, and compliance** with global standards while eliminating risks associated with operating in a legacy environment.

KEY DELIVERED OUTCOMES:

- Migrated core assistance and claims management systems to Azure
- \$400K annual savings through productivity and cost optimization
- 20-second faster processing per client case
- 40% reduction in system outages
- Improved scalability, resilience, and compliance alignment

1. Client Overview

The Global Insurance Provider (confidential client) has been operating since 1998 and is part of one of the world's largest and most stable financial groups. The company specializes in travel insurance, assistance services, and claim management, operating 24/7 across more than **30 countries**. Its services include travel insurance, roadside assistance, health insurance for foreigners, legal assistance, and cybersecurity support for clients in the digital environment.

- Number of employees: **approximately 400**
- Geographic scope: International (**30+** countries)
- Motto: "Everyone directs their own life; for security and peace of mind, they have us."

2. Business Challenge

The company needed to move its key applications from an on-premises data center to Microsoft Azure. The end of its existing data center contract, coupled with growing efficiency and security demands, created an urgent need to modernize its infrastructure. **Without migration, the company faced risks of operational inefficiency, rising maintenance costs, limited scalability, and non-compliance with global IT standards.** Legacy environments also posed increased cybersecurity exposure and constrained the company's ability to innovate or adopt DevOps and agile methodologies.

3. Objectives

- Assess application readiness for cloud migration.
- Design a secure, efficient Azure-based cloud architecture.
- Reduce operational costs and improve scalability.
- Align with global standards for security, performance, and compliance.
- Enable agile development and innovation across international teams.
- Improved scalability, resilience, and compliance alignment

4. Solution Delivered

KPCS Consulting executed a comprehensive 'Move Applications to Cloud – Assessment' project covering analysis, design, and proof of concept. The engagement included four structured phases:

- Phase 1 – Current State Analysis: Assessed the on-premises environment, workloads, and dependencies.
- Phase 2 – Target Design: Designed the future Azure architecture, including security, networking, and cost models.
- Phase 3 – Proof of Concept: Verified proposed architecture and migration steps in a test Azure environment.
- Phase 4 – Final Report: Delivered a detailed migration plan, timeline, and cost estimate for full-scale implementation.

The project leveraged advanced Microsoft tools such as Azure Migrate and Data Migration Assistant for accurate workload assessment and migration readiness. KPCS collaborated with the client's global architects to ensure alignment with corporate IT and security standards, while creating a clear, cost-transparent migration roadmap.

5. Results & Business Outcomes

Metric	Before	After
Application Hosting	On-premises data center	Azure cloud environment
Infrastructure Costs	High fixed cost	Reduced by \$400K annually
System Outages	Frequent incidents	Decreased by 40%
Processing Speed	Slower response	Improved by 20 seconds per case

By migrating core assistance and claims management systems to Microsoft Azure, the client achieved significant improvements in efficiency, scalability, and reliability. The modernization initiative delivered **\$400K in annual savings** through productivity gains and infrastructure cost reduction, while eliminating legacy VMware and on-premises dependencies. Processing times improved by **an average of 20 seconds per client case**, boosting responsiveness across 24/7 operations. **System outages were reduced by 40%**, and the new environment improved business resilience, compliance, and agility for future growth.

6. Key Delivered Outcomes

- Migrated core assistance and claims management systems to Azure
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7. Validation

- Validated by: Client CIO and Global IT Architecture Team
- Prepared by: KPCS Consulting Cloud & Security Practice
- Duration: 10 weeks (Assessment, Proof of Concept, and Reporting)
- Year: 2024
- Client: Global Insurance Provider (confidential client)

8. Next Steps & Contact

KPCS helps global enterprises modernize their IT infrastructure through secure and cost-efficient cloud migration strategies that improve performance, compliance, and operational resilience.

Contact: info@kpcs-consulting.com | +1 (917)-905-8144

Website: www.kpcs-consulting.com