



**rackspace**

Customer Case Study – Insurance

# Proper Azure Design Helps Tokio Thrive

Tokio Marine Life Insurance Singapore (TMLS) leveraged Microsoft Azure and Rackspace expertise to launch a new customer portal.

## Our customer

Tokio Marine Life Insurance, registered in Singapore, offers an extensive selection of general and life insurance products and is part of Tokio Marine Holdings Inc., which has over 130 years of history.

## The obstacles they faced

To improve customer experience, TMLS needed a partner with Azure expertise to ensure strict compliance with regulations for their new life insurance customer portal.

## How we helped

Managed Public Cloud – Microsoft®  
Azure®, Professional Services – Rackspace  
Managed Security

## What we achieved together

Tokio relied on Rackspace to develop the infrastructure and environment supporting its new portal, built on best-practice infrastructure design with the latest resiliency and security features.



## Enhancing digital customer experience

Tokio Marine Life Insurance Singapore (TMLS) is part of Tokio Marine Group which was founded in 1879 and is Japan's first insurance company. Today, the company is the country's largest insurance group and one of the world's most globally diversified and financially secure insurance groups, with over USD202 billion in assets and USD31 billion of market capitalization (as of the end of March 2017). Tokio Marine has a presence in 38 countries and over 38,000 employees around the world.

TMLS is committed to providing innovative solutions – from financial security to investments and legacy planning. Its priority is meeting the key financial needs of individuals through a comprehensive suite of insurance plans. To help with this mission, TMLS planned to launch its customer portal leveraging Microsoft® Azure® to give its customers an improved user experience and a smooth customer journey.

As it was TMLS's first foray into running production and business systems on Azure, it needed help with a best-practice infrastructure design that incorporated crucial resiliency and security features.

### 24x7x365 support and Azure expertise

TMLS decided to partner with Rackspace because the managed cloud computing company has the deep expertise in Azure required to manage its infrastructure platform and meet the Monetary Authority of Singapore's (MAS) demanding cloud outsourcing guidelines.

TMLS has a number of workloads on Microsoft, including Office 365. Rackspace



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David Chong,  
Head of IT Infrastructure,  
Tokio Marine Life Insurance  
Singapore Ltd.

was selected as its outsourced Managed Service Provider (MSP) to build, run, manage and optimize the Azure Platform, its preferred public cloud platform.

We turned to Rackspace because it is a trusted global brand,” said David Chong, Head of IT Infrastructure at Tokio Marine Life Insurance. “It’s also well-known for its 24x7 at-scale services capability with deep domain expertise in delivering managed infrastructure services to customers focused on performance, reliability and scalability. Rackspace had the expertise and the credibility to deliver and we knew we could rely on them while we concentrated on other key business functions.”

Launching in 2019, the new customer portal will allow TMLS customers to access their policy information and transact online while improving their experience by filtering all interactions through one connected platform.

## Extracting value beyond the Azure platform

TMLS signed on to Fanatical Support for Microsoft Azure, as well a managed security services, since Rackspace is known for its broad experience in providing PCI DSS compliance security services to clients. During the project implementation stage, the Rackspace project team and a dedicated solution architect shared experiences and provided valuable technical advice on how to make the best use of security services in Azure.

TMLS was very keen on utilizing the various functionalities offered by the platform to satisfy business needs and operational requirements. TMLS also subscribed to Azure Express Route to connect its existing on-premises network to the Azure Infrastructure. Also, the team at TMLS was able to obtain a deeper understanding of the interactions

between the two network infrastructures, and other potential benefits to hosting the new insurance portal on the Azure public cloud.

Rackspace worked closely with TMLS teams to gather the project specifications and requirements needed to formulate and provide optimal recommendations and solutions. Through discussions with the Rackspace team, TMLS has gained a much better understanding of the Azure cloud platform and is exploring more ways to utilize services on the Azure platform.

“As an Azure Expert MSP of Microsoft, we are excited to see how Rackspace is leveraging Azure to move Tokio Marine Life Insurance Singapore’s customer service platform to the cloud. Rackspace helps Financial Services organisations such as TMLS to deliver an enhanced experience for their customers. We look forward to helping Rackspace to continue to provide best of breed Azure Consulting, migration and managed cloud services to customers in Singapore,” said Kau Wing Kay - PDM Lead, OCP, Microsoft Singapore.

As a leader in public cloud infrastructure managed service providers with over 1,500 Microsoft certifications worldwide, Rackspace has been able to offer Tokio Marine Life Insurance Singapore expert-level assistance along its cloud journey. Building on the success of this year-long project, there are already plans for future collaboration.

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**David Chong** – Head of IT Infrastructure, Tokio Marine Life Insurance Singapore Ltd.

## About Rackspace

At Rackspace, we accelerate the value of the cloud during every phase of digital transformation. By managing apps, data, security and multiple clouds, we are the best choice to help customers get to the cloud, innovate with new technologies and maximize their IT investments. As a recognized Gartner Magic Quadrant leader, we are uniquely positioned to close the gap between the complex reality of today and the promise of tomorrow. Passionate about customer success, we provide unbiased expertise, based on proven results, across all the leading technologies. And across every interaction worldwide, we deliver Fanatical Experience™ — the best customer service experience in the industry. Rackspace has been honored by Fortune, Forbes, Glassdoor and others as one of the best places to work.

Learn more at [www.rackspace.com](http://www.rackspace.com) or call **1-800-961-2888**.

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