



Case Study – Cloud Computing

The Client

The client, a leading healthcare insurance solution provider is a world leader in the field of health insurance, the organization offers innovative health, accident and travel insurance across India.

Industry

BFSI

Business Case

Unable to monitor and control what its agents (mobile workforce) were accessing on the internet using their mobile devices i.e., laptops, the insurance solution provider wanted an effective security management solution for monitoring their official data card usage. The data usage by agents was quite high amounting to huge telecommunication bills for the company. There were also issues related to efficiency and productivity of agents, as the company could not monitor how much time they were spending on the Internet for official work vis-à-vis personal work. They also had security concerns around what sites were being accessed by the agents and the company did not want to get into legal issues, especially related to accessing or downloading content that is prohibited by Indian Law.

With an aim to improve productivity of its agents and ensure that they adhere to policies, the insurance solution provider decided to partner with a managed security service provider who could help them with services management, application monitoring and security.

Solution

Netmagic offered the insurance company a cloud based web security solution on a SaaS model using the Cloud for 450 users. The company simply pays per user for all laptops and desktops that are being used by its mobile workforce or agents. The service also includes monitoring usage and creating periodic reports as per usage patterns of data card users.

Solution Snapshot

- Webcontrol- a web security service that provides policy-based secure internet access on a SaaS model using the cloud
- Enhanced monitoring and reporting facility

Netmagic addresses web security & monitoring concerns of a leading healthcare insurance solution provider

While the insurance solution provider had outsourced its IT services management to a third party vendor, they faced frequent problems with respect to security and efficient monitoring of the Internet usage by laptop users (agents) accessing the Internet through data-cards provided by the company. The company wanted a more effective solution; they sought a managed security service provider who could address their needs and provide a cost effective solution.

Business Scenario

The insurance solution provider had outsourced the service management for monitoring Internet usage of its mobile workforce or agents (who used laptops) accessing the Internet through data card to an external service provider. The service provider had provided the company with a basic UTM Box for filtering and monitoring the data card usage by agents. But the insurance solution provider soon realized that this was not working. There were issues regarding security – the company was not able to monitor the sites these users were accessing. The usage was also very high amounting to huge bills on the data cards.

Although the company had blocked the usage of a few sites over its Local Area Network (LAN), road warriors could still access the same. With adequate security measures not in place for the mobile users, it became extremely difficult to monitor and control their usage patterns. The insurance solution provider did not want to invest in setting up its own solution and hiring resources to manage the same. Hence, they decided to partner with a managed security service provider who could provide them with a complete solution.

Value Proposition

After evaluating several service providers, the insurance solution company chose Netmagic. Netmagic offered them Webcontrol - a web security service that provides policy-based secure Internet access on a SaaS model using the cloud. With Webcontrol from Netmagic, the customer is assured of a flexible and scalable solution that can be scaled as per business requirements at a fraction of cost. Webcontrol offers three subscription packages along with add-on modules- the customer can select a package that best meets their requirements.



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Key Benefits

Benefits for the insurance solution provider include:

- Significant cost savings as a result of cloud based security solution
- Additional cost savings on a pay-as-you-use model where users can be added or removed as per business requirement
- Improved productivity and efficiency of employees as access to non-work related sites is intelligently controlled
- A cap on downloads resulted in significant cost savings with respect to bandwidth usage by data card users
- Increased visibility on the data-card usage patterns of the mobile workforce helped in monitoring the usage and curtailing costs
- Improved manageability with a centrally managed uniform internet policy for all departments and locations
- Uniform deployment and enforcement of content filtering policies

Key Takeaways

Today, the insurance solution provider is a satisfied customer and is able to clearly monitor Internet usage of its mobile workforce through easy-to-read reports on their usage patterns. The productivity and efficiency of their workforce has significantly increased as now they focus on their work commitments rather than spending unproductive time on the Internet.

There has been significant cost savings for the company on account of pay-as-you-use model as well as a cap on downloads which has led to a reduction in the usage of bandwidth. With a centralized Internet usage policy in place, manageability in the organization has improved considerably. With Webcontrol in place, the insurance solution provider can now focus on its business rather than worrying about legal issues arising out of access of unauthorized sites by its mobile workforce.