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SUCCESSFUL MIGRATION

Noor Takaful has accelerated its Digital Transformation with BIOS Middle East. The company's migration from on-premise to the cloud has resulted in the successful transition of its critical applications and data.

Case study

Noor Takaful accelerates Digital Transformation journey with BIOS Middle East

Noor Takaful is benefitting from its migration from on-premise to the cloud, resulting in the successful transition of its critical applications and data. It now has a future proofed IT environment that is not only compliant to industry standards but also boasts lower running operational costs, additional agility and scalability.

Frederick Bisbjerg, Chief Digital Acceleration Officer, Noor Takaful – Ethical Insurance





BIOS Middle East, a leading managed services and cloud provider in the UAE, has successfully completed Noor Takaful's migration from on-premise to the cloud, to accelerate its Digital Transformation journey.

Noor Takaful was established in early 2009 to provide a broad range of Islamic insurance (takaful), general and customised insurance products and services to individuals, families, groups and companies in the UAE market.

Insurance companies in the UAE are required to adhere to NESAs compliance; as such, the applications must be hosted in the UAE with an in-country Disaster Recovery system. After an extensive search

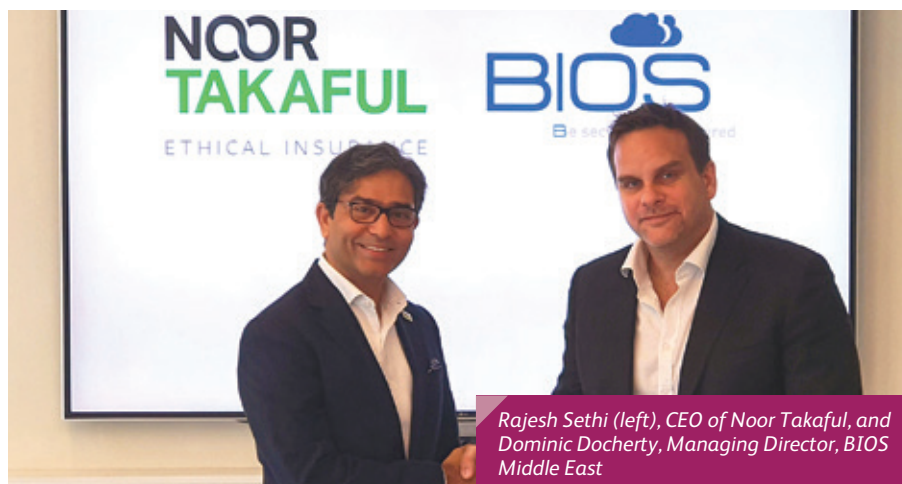
in the market, Noor Takaful chose BIOS Middle East and CloudHPT for the cloud migration project.

"It's an exciting time for Noor Takaful and this project was extremely crucial to take the business to the next level of growth and we're delighted to have chosen BIOS Middle East as our partner," said Rajesh Sethi, CEO of Noor Takaful – Ethical Insurance. "I am confident that we will be even more responsive and customer-centric now."

An intense three-month migration process followed, involving more than 60 engineers between application vendors, Noor Takaful and BIOS Middle East's teams, resulting in a successful migration of Noor Takaful's critical applications and data.

The services delivered and migrated include domain migration, email migration to M365 with Mail Assure security and archiving from Solarwinds. The cut over happened over a weekend with only minutes of downtime.

"The insurance industry in the UAE is undergoing a profound transformation and technology is at the forefront of it. BIOS Middle East is proud to be the technology partner of choice for Noor Takaful and this complex, critical project allows us to leverage our knowledge and experience in the insurance industry to provide Noor Takaful [with] a modern, agile and cost effective platform on which to run their business with confidence," said Dominic Docherty, Managing Director, BIOS Middle East.



Rajesh Sethi (left), CEO of Noor Takaful, and Dominic Docherty, Managing Director, BIOS Middle East

Furthermore, core insurance applications pertaining to motor, life and general were upgraded, while services such as contact centre, file server, UAT and test environment were all migrated to CloudHPT in Dubai, with Disaster Recovery delivered to CloudHPT in Abu Dhabi.

Built on Cisco's Application Centric Infrastructure (ACI), CloudHPT is the only Cisco Powered Cloud in the Middle East. All servers on CloudHPT are fully backed up using Veeam and managed by a team of engineers from a 24/7 Network Operation Centre (NOC) based in Dubai.

The NESA compliance mandate from the Insurance Authority made it imperative to provide a Security Incident and Event Monitoring (SIEM) service that was both complaint and cost effective for Noor Takaful.

BIOS Secured is a SIEM platform backed by a 24/7 Security Operation Centre (SOC) including continuous vulnerability assessments, ensuring that Noor Takaful's cloud infrastructure adheres to NESA standards. In addition, Noor Takaful has outsourced IT infrastructure and network operations for its remaining on-premise equipment to BIOS Assured. BIOS Assured provides full managed services for all on-premise infrastructure across four locations which is backed by an in-country 24/7 NOC for Noor Takaful.

The final requirement was for end-user support and this was met through a help desk called BIOS Assist. This service provides Noor Takaful with a single point of contact for all IT related issues for end-users. Auditable remote access from BIOS L1

engineers ensures compliance and swift ticket resolution.

"As part of our Digital Transformation drive, we have successfully migrated from an on-premise setup and have implemented a fully managed cloud environment to run the business," said Frederick Bisbjerg, Chief Digital Acceleration Officer, Noor Takaful – Ethical Insurance. "This modern, agile, scalable and secure cloud environment eliminates future CAPEX requirements in the process. We now have a future proofed IT environment that is compliant to the industry standards and lower running operational costs."

We asked Frederick Bisbjerg, Chief Digital Acceleration Officer, Noor Takaful, further questions about the implementation.

Can you explain why it was so important for Noor Takaful to migrate from on premise to the cloud?

We see the benefit of hosting our services in an environment with many other companies as this will allow us to leverage economies of scale in the sense that we're able to get the benefits from many specialists as opposed to us having to hire them ourselves – this gives us much more value for money.

Did the requirement to adhere to NESA compliance present any specific challenges? If so, how were these overcome?

No, we did not experience major obstacles in adhering to the NESA – many of the requirements were already in place from BIOS' side which made it easier and faster for us.

How far has the migration future proofed Noor Takaful's IT environment?

I'd say we're future proof IT architectural wise as BIOS constantly updates their services which in turn keep us up to date.

Why was it important for Noor Takaful to implement a solution where the applications are hosted in the UAE with an in-country Disaster Recovery?

It's a requirement that our data is being hosted in a secure environment in the UAE so this is pretty much a given – furthermore, being a local company we think it makes great sense to deal with local, strong partners.

How did the vendor meet your objectives and what selection process did you adopt?

We sent our detailed request for proposals to several potential partners and evaluated them against a specific set of criteria and BIOS came out as the overall best performer with respect to Noor Takaful's specific requirements.

How has the system improved your company's performance?

We see improvements in our overall application accessibility as well as an increase in our Internet access which allows us to work more seamlessly. ■

IT'S AN EXCITING TIME FOR NOOR TAKAFUL AND THIS PROJECT WAS EXTREMELY CRUCIAL TO TAKE THE BUSINESS TO THE NEXT LEVEL.