

Health Insurance

Travel Insurance

Life Insurance

Car Insurance

Insurance Insurance

Managed Services
from e&

Union Insurance



Customer Background

Union Insurance was established in 1998, licensed by the UAE Insurance Authority, and is listed in Abu Dhabi Securities Exchange. The company provides a comprehensive range of retail and commercial insurance products to clients in the UAE and the Middle East region led by the most experienced and respected professionals in the industry.

Union Insurance offers both standard and customised policies that help companies and large enterprises obtain reliable and cost-effective insurance. Union Insurance provides better coverage in areas, including life, health, automotive, property, engineering, liability, marine and more.

highly complex and inefficient, due to dependencies across legacy systems and operations. Union Insurance and e& took up the challenge to reduce the targeted operational inefficiencies as well as develop and implement global best practices.

Union Insurance realised that these challenges could be better resolved by a single Managed Service Provider (MSP), who would provide complete IT outsourcing, including installation management and support, thereby, enabling Union Insurance IT to focus on their core business knowing that their communication infrastructure is in safe hands.

Challenges

Like many organisations, Union Insurance was facing a challenge of delivering maximum value from their specialised team members as they were stalled with operational issues rather than business-related activities. Union Insurance CIO targeted to reduce the daily operations by 45% by automating operations and work with a partner to achieve this target. Union Insurance had a clear vision to drive strategic technology initiatives and clear focus on their core business activities. Multi-vendor management was one of the roadblocks in IT operations and it was

CHALLENGES

- ⦿ Multi-vendor management and inconsistent support
- ⦿ Inefficient maintenance and support activities
- ⦿ IT infrastructure cost
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BENEFITS

- ⦿ Business & Operational efficiency
- ⦿ Streamlined processes
- ⦿ Reduced cost



■ Partner Solution

e& had just what Union Insurance was looking for: an end-to-end managed solution for data, voice and security. The two companies have built a good relation through a previous managed service implementation where e& installed a managed IP telephony service for Union Insurance, so they decided to expand their partnership with e& as the preferred service provider for their entire setup.

The aim behind this partnership was far more than network and hardware installation; Union Insurance was looking for complete IT outsourcing offering better operational efficiency, higher business continuity and access to the latest technology and expertise, which would allow them to leverage the latest advancements in technology and enable them to become a leading player in the digital insurance world.

The deployed solution comprises:

- A cost-effective secure, scalable and redundant managed MPLS WAN connectivity for all branches
- A robust managed LAN with 24/7 proactive management and monitoring
- Latest unified communication and collaboration for easier Union Insurance offices
- A fully managed Wi-Fi solution offering operational flexibility and mobility enabling different device types to access the network in a secured environment
- Managed firewall service ensuring infrastructure security and critical business applications

"We are proud to work with e& on the outsourcing of our core infrastructure, which has helped us better allocate internal resources on integral projects and core business activities.

This is a strategic business decision that will leverage innovation, enhance our competitive advantage and enable us to deliver superior customer service."

Abdul Muttaleb M Al Jaedi, Managing Director and CEO, Union Insurance

"We were scouting for partners who take over, optimise and scale our IT network operations. We strategically partnered with e& to derive business value in terms of costs, scalability and availability. Since the implementation of this partnership, UIC and e& have derived tremendous business value, with operation being reduced by 60% and are continuously improving on month to month and overall."

Anshul Srivastava, CIO, Union Insurance

Union Insurance and e&'s partnership will add a new dimension in managed services market and would be mutually beneficial in their respective journey of being digital.



Business Results and Benefits

The project delivers significant benefits to Union Insurance including:

- Freeing up Union Insurance staff and enabling them to focus on core business activities, which creates a competitive advantage and maintains business agility
- Scalability, flexibility and speed, which enables Union Insurance to cater for future business needs and reduces their time to market
- A single MSP entity providing connectivity and equipment, which reduces their operational complexities and overheads with faster resolution time
- Ensuring business continuity and improved customer service through an experienced support team available round the clock, 365 days a year
- The solution provides lower Total Cost of Ownership (TCO) and improves staff efficiency through standardised infrastructure, tools and best practices

TECHNICAL DETAILS

- Managed WAN
- Managed LAN
- Managed Wi-Fi
- Managed Security
- Managed Voice

AWARDS

- e& was recognised by two reputable bodies for its implementations and won two awards, a local award and a global one:
 - Unified Communication Implementation of the Year from Network Middle East Innovation Awards
 - Enterprise Service Innovation award from Global Telecom Business (GTB)

