

Overview

A leading Property & Casualty (P&C) insurance carrier with operations across the US and Latin America, offering a diverse portfolio of insurance products. The client required comprehensive infrastructure managed services to support their expanding data center operations.

Objective

The client’s main objective was to seamlessly migrate and consolidate their data center operations across multiple regions, ensuring full infrastructure stability, security, and continuity. The goal was to achieve a smooth transition with zero downtime while maintaining compliance with regulatory requirements and ensuring uninterrupted service delivery.

Business Challenges

- **Fragmented Data Centers:** Disparate data centers across US and Latin America lacked unified management, leading to operational inconsistencies
- **Complex Migration Requirements:** The acquired company’s shared platforms with external legal entities required a surgical extraction of data, making the migration process intricate
- **Service Continuity Risks:** The client needed to maintain uninterrupted services during the data center migration, minimizing the risk of downtime or disruptions
- **Security and Compliance Concerns:** Ensuring cybersecurity and regulatory compliance across multiple regions posed a major challenge

The Solution

Digitide provided a comprehensive infrastructure managed service to streamline the client’s data center operations. The solution involved building new data center assets from the ground up, setting up a parallel network, and migrating all office and end-user services (LAN/WAN, desktops, laptops, and virtual desktops). Following the successful migration, Digitide took over the end-to-end management of the client’s infrastructure, network, and cybersecurity under a multiyear outsourcing agreement, ensuring seamless operations across their US and Latin America data centers.

Value Delivered

The comprehensive data center migration and managed services enabled the client to achieve seamless operations, enhanced security, and improved efficiency across their US and LATAM regions. By consolidating infrastructure under a single provider, the client benefited from consistent service quality, reduced operational risks, and improved compliance with industry regulations.

1000+

Service continuity during migration, ensuring zero downtime or business disruption

Enhanced security posture with end-to-end cybersecurity management and compliance adherence

Optimized infrastructure efficiency, reducing operational complexities across multiple data centers

Business Benefits

Seamless Service Continuity

Enhanced Data Security

Operational Efficiency

Regulatory Compliance