

ENABLING A NEW ERA OF ENTERPRISE COLLABORATION FOR A NATIONAL INSURANCE PROVIDER

Background



- ▶ Our customer is a federation of separate health insurance organizations and companies. The customer provides life, health, and disability insurance services to more than 100 million people in the United States. There is a story of opening a new chapter in workplace collaboration to address all new-age 'business to employee' needs.
- ▶ The customer had a legacy server infrastructure (3000 mailboxes) as their mailing system, an on-premise set up with the mailing servers hosted inside the customer's own data center.



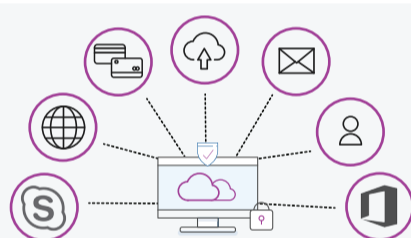
Challenges

The legacy on-premise infrastructure created several challenges for business:

- ▶ **High upfront investment** : Like in most cases of on-premise environments, the capital investment was very high. Huge investments were required for provisioning new hardware for servers.
- ▶ **Reduced agility** : There were no provisions to auto-scale (up/down) to support elastic demand. The existing processes were complex and time consuming.
- ▶ **Higher Total Cost of Ownership (TCO)** : The TCO, along with the initial investment, was also very high for the on-premise environment over a 5-year period.
- ▶ **Security** : Regular update and maintenance of patches were needed, which sometimes led to security risks.
- ▶ **Clunky collaboration environment** : The collaboration environment was not up to the mark, with limited integration available between the file sharing system and the document management. Mails were the primary mode of communication and the adoption of IM was poor.

All of this, combined with a legacy UX, was creating a broken user experience.

Solution



- ▶ The customer wanted to move to a more collaborative and lean digital workplace. The customer also wanted HCL to help with Cloud solutions that reduce the TCO.
- ▶ HCL configured Office 365 Exchange Online and Skype for Business (SFB) Online with the required settings. SFB 2016 client replaced the existing IM. HCL enabled IM conferencing along with peer-to-peer audio/ video and desktop sharing. Office 2016 client settings leveraged modern authentication used by both laptop/desktop clients as well as Citrix clients. Office 365 Exchange online Litigation Hold and eDiscovery were used for email archiving.
- ▶ HCL built on-premise Azure AD Connect (AADC) servers running on Windows server 2012R2 and configured with Password sync and SSO. The AADC tool integrates on-premises Active Directory with Microsoft Cloud based Azure Active Directory. This makes the users more productive by providing a single identity for accessing both Office 365 cloud solutions and on-premise resources.
- ▶ Azure AD premium conditional access was leveraged for blocking O365 applications external access by end users. Location based conditional access is a capability of Microsoft Cloud based Azure Active Directory that enforces controls on the access to applications in customer environment based on specific conditions. The implementation of conditional access is based on policies. After access requirements are met, the end user is authenticated and can access the applications.
- ▶ HCL built Quest migration servers with co-existence features, including mail flow and calendar status (free/ busy).
- ▶ HCL also leveraged the new group-based license management capability in Microsoft Azure Active Directory. With this new feature, one can define a 'license template' and assign it to a security group in Azure AD, which automatically assigns and remove licenses as users join and leave the group.

Impact

HCL's Cloud solutions **enhanced user experience** by introducing a digital workplace. Some of the major benefits of this lean workplace were:

- ▶ Transition to a complete cloud based mailing system helped in bringing down **TCO**.
- ▶ The shift from a legacy mailing setup to a wholly collaborative **cloud-first setup** enhanced user experience manifold through the cloud first approach of O365 and Skype for business Online.
- ▶ Integration of Salesforce and SharePoint with One Drive for Business (ODFB) helped employees experience a totally next generation **digital workplace** with every document available on-the-go.
- ▶ HCL's rich project management methodology and usage of latest tools like AADC (Azure Active Directory Connect) led to a world class **zero downtime migration**.

