



Q&A

SIMPLIFYING REINSURANCE MANAGEMENT IN THE CLOUD

Why managed cloud services makes sense for complex systems



As your IT team will testify, it takes time, money and effort to run a reinsurance management solution at peak performance. So, how can a cloud-based managed service lighten the load and streamline your operations?

FIS® reinsurance expert Angus Botham answers frequently asked questions and addresses common concerns to shed some light on how managed cloud services can simplify your complex systems.

Q1: What would managed cloud services involve for my firm's reinsurance management system?

Angus Botham: Managed cloud services give you the power and flexibility of a modern reinsurance management solution such as FIS Reinsurance Manager (formerly ProCede) – without the challenges, costs, risks and complexities of managing the underlying IT.

For a simple recurring cost, your technology provider will not only host but also operate the system for you in a secure private or public cloud environment – and take responsibility for environment maintenance, application management, business continuity, backups, upgrades and even testing. Typically, the most cost-effective managed services run applications in the public cloud.

Q2: How might managed cloud services help our IT team? Can't they take care of all this themselves?

AB: To handle the increased volume and complexity of ceded contracts, systems like FIS Reinsurance Manager are usually large, powerful and complicated applications that demand a lot of expert support. In-house IT teams might be able to host the technology, but they may not have the specialist expertise to run, maintain and upgrade the reinsurance management software itself.

And if one key person does know the system inside and out, what happens when they leave the firm?

Nobody understands Reinsurance Manager like FIS. We have a skilled team with deep expertise in implementing and operating the application and managing the hardware layer.

As well as making sure you get the best from our application, we'll manage the relationship with the public or private cloud provider, provision the infrastructure and resolve any issues as a one-stop service.

With no hardware to purchase or dedicated staff to hire, you'll instantly save costs.

Q3: When you release an update, will you upgrade the application for us, too?

AB: Yes. Regular managed upgrades and automated testing services mean you're always running the latest version of the software, exactly as it should be run, with none of the headaches and risks of maintaining it.

If we've fixed a security bug – or applied any other emergency fix – we'll make it available to your system right away. For general larger releases, we'll work with you to determine the best time to carry out the upgrade and will then do the bulk of the work. That includes testing the upgraded system to make sure it works perfectly in your public or private cloud infrastructure.

All we will ask you to do after that is test the functionality on your end. We want to make sure that you understand the impact of any changes – and that the system still does what you need it to do.



Q4: Can managed cloud services support remote working conditions?

AB: Absolutely. Wherever your employees work in the world, from home or in the office, they can access the same managed cloud environment 24/7 via remote infrastructure. That gives your workforce more flexibility, opens greater recruitment possibilities for your organization and makes it easier to keep your processes up and running in a crisis.

Q5: With a managed cloud service, are we still in control of our own reinsurance management system?

AB: Yes. Handing over responsibility for application and infrastructure management doesn't mean losing control. In fact, with FIS it means the opposite: you'll get even more flexibility to adapt your system rapidly to new requirements.

For example, you may need an additional, separate environment to train new staff on your application or test out new services. With an on-premise system, that could take months of costly implementation and project management to set up. In the cloud, a managed service could get a new training or testing environment ready in a matter of days.

If you're looking to grow your business or process higher volumes of data, the cloud's natural elasticity makes it easier and faster to scale up your infrastructure when you need to. When you're busier – say at the end of the year or when there are lots of renewals – you can quickly add users and IT support staff to the system, then remove them again when they are no longer needed.

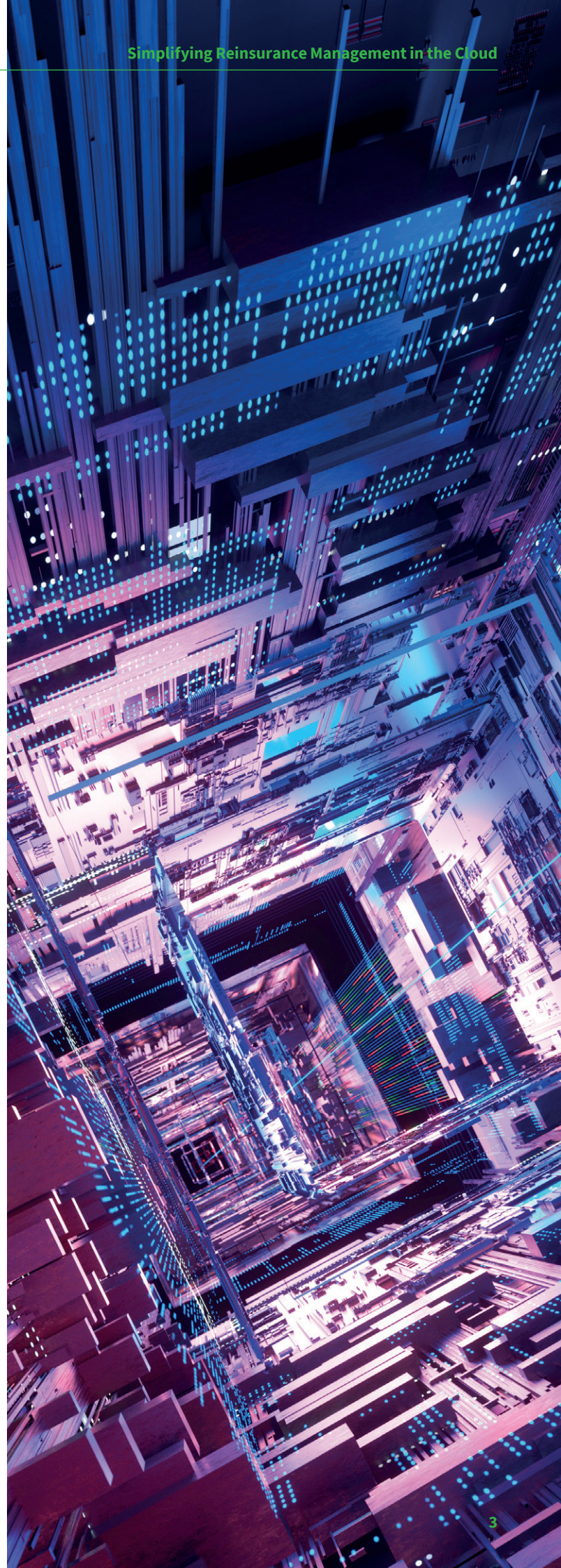
That way, you'll only ever pay for what you use of the cloud's capacity. With a clear, predictable pricing framework, you'll always have an upfront understanding of the costs.

Q6: Is my company's data secure in the cloud?

AB: Totally. Public cloud providers like Amazon and Microsoft, and private cloud providers like FIS, spend more on security each year than any insurer could. And whether you choose to run your system in a public or private cloud, your data and processes will always be ringfenced and protected from unauthorized access.

Q7: Can you guarantee that our company's data won't leave the region, as local regulation requires?

AB: We can. All major cloud providers are able to lock data into one region, and some into one country, by storing it in local data centers only.



Q8: What if there's a disaster beyond anyone's control? How will the managed cloud service cope?

AB: At FIS, all of our hosted clients are covered by rigorous disaster recovery plans and protocols, with the option to take part in yearly exercises that test and report on your system's resilience.

We also carry out vulnerability scanning and penetration testing on an ongoing basis. This helps us reinforce Reinsurance Manager against any security vulnerabilities and ensures we can manage all potential system breaches.

Additionally, annual SOC assessments and continuous internal compliance initiatives certify that we are aware and on top of new security and data risks and protocols.

Q9: How will a managed cloud service improve our system's performance?

AB: When a managed service is running your reinsurance management system in the cloud, it will constantly and closely monitor its performance and take proactive steps to refine any processes that may be running too slowly, whether by increasing your hardware capacity or adding more memory.

Strict service level agreements (SLAs) will guarantee that we deliver consistently high levels of performance and availability. So, you can concentrate on running your insurance business rather than your IT – and deliver more efficient digital services to your end customers.

Q10: What is your strategy for implementing a managed cloud service?

AB: We implement cloud services in layers. First comes the standardized compute service – essentially a database, an application layer and a presentation layer.

On top of that, we build a security layer of monitoring tools and information security policies. We also add the service layer, which helps us monitor and report on our application's performance, in line with SLAs and industry standards.

The compute service can run in either the FIS cloud – our own data centers – or a public cloud environment, provided by either Amazon Web Services or Microsoft Azure. Whichever option you choose, our security and service layers slot seamlessly into place on top, delivered to you as a single service.

Ultimately, think of the managed cloud service as an extension of your enterprise infrastructure, with customized security and dedicated environments for production, disaster recovery and testing. Behind the scenes, it may be complicated and take an army of multidisciplinary resources to run. What you see is actually very straightforward and designed to make your life easier.

Are you ready to move your reinsurance management system to the cloud? Get in touch to find out more about how our managed cloud service for Reinsurance Manager can help you reduce complexity, lower costs and take control of your ceded reinsurance operations.

About FIS

FIS is a leading provider of technology solutions for merchants, banks and capital markets firms globally. Our more than 55,000 people are dedicated to advancing the way the world pays, banks and invests by applying our scale, deep expertise and data-driven insights. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS is a Fortune 500® company and is a member of Standard & Poor's 500® Index.

 www.fisglobal.com

 getinfo@fisglobal.com

 twitter.com/fisglobal

 linkedin.com/company/fis