FIS

Q&A
SIMPLIFYING POLICY ADMINISTRATION IN THE CLOUD

Why managed cloud services make sense for back-office systems

As your IT team will testify, it takes time, money and effort to run a policy administration system at the peak of its powers. So, how can a cloud-based managed service lighten the load and streamline your operations?

FIS' policy administration expert **Selwyn Wies (SW)** answers frequently asked questions and addresses common concerns along the way.

Q1: What would managed cloud services involve for my policy administration system?

SW: Managed cloud services essentially give you the power and flexibility of a digital policy administration solution such as FIS' Compass – 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 cloud environment – and take responsibility for environment maintenance, application management, business continuity, backups, upgrades and even testing.

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

SW: 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 policy administration software itself. And if one key person does know the system inside out, what is the risk when he or she leaves the firm?

Policy administration systems, like Compass, are large, complex applications whose databases alone need a lot of expert support. Not only are database administrators (DBAs) expensive to recruit and hard to retain, but they are likely to be spread thinly across your firm – and, again, may not have in-depth knowledge of Compass.

Nobody understands Compass like FIS. We have more than 100 people with deep expertise in implementing and operating

the application and managing the hardware layer. With our own full-time DBAs, you can always rely on our managed cloud services team to give your system the attention it deserves and keep it running smoothly, with no risk of ever losing their expertise.

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 on costs. Plus, regular managed upgrades and automated testing services will 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.

Q3: Can managed cloud services support remote working conditions?

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

Q4: With a managed cloud service, are we still in control of our own policy administration system?

SW: Yes – handing over responsibility for application and infrastructure management doesn't mean losing control. Exactly the opposite: you'll find you 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 two days.

If you're looking to grow your business or process with higher volumes of data, the cloud's natural elasticity makes it easier and faster to scale up your infrastructure when you need to. But you'll only ever pay for what you use of the cloud's capacity, with the most cost-effective managed services running applications in the public cloud.

Q5: Is my company's data safe in the public cloud?

SW: Totally. Public cloud providers like Amazon and Microsoft are likely to spend more on security each year than any insurer could. 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.

Q6: Can you guarantee that our company's data won't leave the region, as local regulation requires?

SW: 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.

Q7: How will a managed cloud service improve our system's performance?

SW: When a managed service is running your policy administration 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 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.

Are you ready to move your policy administration system to the cloud?

Get in touch to find out more about how our managed cloud service for Compass can help you improve agility, increase efficiency and gain competitive advantage.

About FIS

FIS is a leading provider of technology solutions for merchants, banks and capital markets firms globally. Our employees 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.

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