



# **FWD Insurance Transforms Networking with NetFoundry**

**Adopting zero trust and SASE supports use cases for Data Migration, Remote Customer Support Centres and Work from Anywhere**

CASE STUDY





Building strong and successful relationships with our customers is what we strive for. That is why we are incredibly proud of our success with FWD Insurance. NetFoundry provided FWD with a zero trust agile and performant connectivity solution that was the exact remedy to the obstacles they were facing during a data migration from their data centres to Amazon Web Services™ (AWS).

Established in Asia in 2013, FWD is the insurance business arm of investment group, Pacific Century Group (PCG). PCG is an Asia-based private investment group established in 1993. PCG has interests in four core business pillars:

1. Financial and Insurance Services
2. Technology
3. Media & Telecommunication
4. Real Estate.

PCG has a strong track record of holding and developing assets over the long term and has a network of well-established businesses in Asia. Its subsidiaries include PCCW, the holding company of the Hong Kong Telecom (HKT) and Pacific Century Premium Developments Limited. FWD Insurance offers Life/Medical Insurance and Employee Benefits to clients in Hong Kong, Macau, Thailand, Indonesia, the Philippines, Japan, and Vietnam.

## FWD Insurance's Adoption Journey to SASE with NetFoundry

The journey of FWD can be mapped in three phases. While the initial engagement started with a mission critical and extremely time sensitive data migration project, FWD has extended the scope and range of used cases now being supported their implementation of NetFoundry's zero trust network platform. With NetFoundry in place, FWD had the agility to respond to new work from home requirements caused by the global pandemic of 2020.

### Phase 1: Remedying Challenges with Data Migration to AWS

In 2018 FWD Insurance was evaluating AWS Direct Connect™ and VPN connections to migrate their data centre in Hong Kong to AWS in Singapore and to also allow their users to access these applications once they are hosted in AWS. Direct Connect was not only costly and required a long-term fixed contract, but it would also take almost 10 weeks before any further testing or implementation could be done. VPN was simply not fit for the purpose.

**"NetFoundry's cloud-native connectivity has been the perfect match to aid FWD Insurance on our digital transformation journey. In the current pandemic situation, although our usage has multiplied, NetFoundry easily scaled to cater to our demands to facilitate work from home in a few simple clicks, for both internal users and external parties."** - Shilpa Tumma, Business Information Security Officer, FWD Group

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NetFoundry proposed a solution that overcame these challenges. The solution deployed a global software only network fabric orchestrated by FWD with NetFoundry's web-based console. This network fabric was then used to connect various gateways and clients deployed on virtual machines in FWD data centres, AWS VPCs, and various end-point clients.

### Phase 2: Expanding the Use Cases Supported with NetFoundry's Zero Trust Networking

Based on the success in the data migration project, FWD expanded the use of NetFoundry to support several additional use cases.

First, FWD connected to their production data lake environment managed by another partner, Blazeclan. Because the data lake was managed by a third-party, it was very important to create a secure perimeter for specific services that needed to be accessed in the Blazeclan environment. Secure policy-based access was implemented with NetFoundry AppWans, and this new use case was also managed with NetFoundry's single pane orchestration.

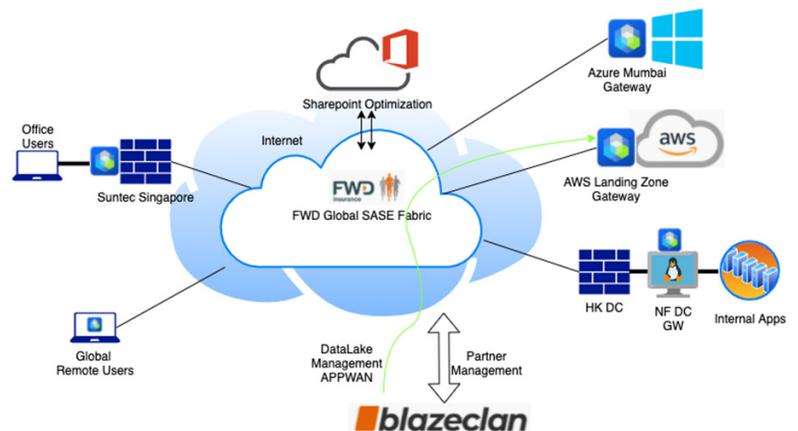
FWD has tested and is preparing to support these additional use cases:

- Supporting remote contact centre agents in Malaysia, including support for real-time voice services in an Avaya platform
- Deploying High Availability gateways in a mission critical data centre in Singapore
- Integration with AWS Landing Zone to support the creation of an AWS multi-account environment
- SharePoint® optimization was also added as a use case leveraging the Microsoft 365 integration capabilities provided by NetFoundry
- Business and IT applications including Invoicing, IT Support Ticketing, and multiple country specific applications

**“FWD's journey of digital transformation and leveraging cloud native applications has truly been supported by Net Foundry's innovation which has delivered a real network transformation through a cloud native, secure, agile, and performance platform giving us freedom from traditional telco networks”,** said Narsi Partha, CTO, FWD. **“The ability to spin up software based networks in minutes with 10x performance and a micro-segmented zero trust security model has delivered greater customer delight internally and externally,”**

### Phase 3: Rapid Response to Pandemic Leverages NetFoundry SASE

In 2020, due to the COVID outbreak, a majority of the FWD employees had to switch to working from home. The insurance sector saw a significant increase in medical claims and huge influx of customer inquiries as the pandemic took hold across the globe. Maintaining business operations was critical. With NetFoundry, the FWD IT teams were able to rapidly plan and implement secure access for users by distributing NetFoundry end-points for user machines. FWD was able to extend office like LAN capabilities to the user's homes and broadband connections in minutes. User feedback was incredible and even non-IT users insisted on installing and using NetFoundry connectivity for their day-to-day work because it enables a positive experience for accessing work resources and applications.



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With digital transformation becoming the norm in the finance and insurance industries, the network has to evolve to better serve agile, distributed business-led applications. FWD realized that traditional networking approaches such as MPLS, SD-WAN, and IP VPNs cannot meet the challenges of today. Thriving in a world of constant digital transformation requires application-centric networking with zero trust and SASE capabilities and simple management.

NetFoundry is a software-only solution that enabled FWD to instantly spin up secure, performant, application-specific, zero trust networks (AppWANs) with public Internet reach and scale. These AppWANs are created and managed using secure developer-friendly web-based orchestration tools and APIs tailored to fit within application development and operations life cycles.

### Customer Success Done the Right Way

NetFoundry provided FWD Insurance with an agile and performant connectivity solution that was the exact remedy to the obstacles FWD was facing during a critical data migration initiative. The FWD – NetFoundry partnership has grown and evolved as FWD accelerates its digital transformation. This collaboration has delivered multiple benefits and successes.

1. Deployed a performant network to AWS Direct Connect in a few hours.
2. Reduced the cost of ownership of network components by removing dependencies on Telco lines and hardware.
3. The FWD DevOps team can now build agile applications without the traditional dependencies and complexities.
4. Network performance was improved nearly 10x compared to a legacy VPN

FWD Insurance is now looking forward to leverage NetFoundry's zero trust and SASE platform capabilities to support additional integrations and uses case such as:

- Supporting AWS deployments across 6 zones, integrating with AWS Landing Zone, and CloudEndure® Migration.
- Enabling more than 370 users and 3rd party partners with secure remote access.
- Securing more than 20 micro-segmented application networks.
- Optimizing connectivity to Microsoft 365 SaaS applications.

To learn more about FWD Group, please visit: <https://www.fwd.com/en>

### ABOUT NETFOUNDRY

NetFoundry is the leader in Cloud Native Networking, enabling businesses to simply, securely and cost effectively connect distributed applications across edges, clouds and service meshes. The NetFoundry platform, delivered as SaaS, enables businesses to connect applications without the costs and complexity of VPNs, custom hardware and private circuits. NetFoundry's platform is accessed via APIs, SDKs and DevOps tools integrations, enabling practitioners, application developers, and network administrators to get the levels of automation and agility which are only possible with connectivity-as-code. NetFoundry is headquartered in Charlotte, North Carolina, with offices in California, Colorado, New York, London, Bangalore, and Singapore.

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### Key Benefits

- Networking as agile as the applications it serves
- Power operational costs
- Unmatched security with zero trust and software-defined perimeters
- Enables secure networking across branches, clouds, devices and apps
- Policy based access secured with context awareness
- Spin up networks on-demand
- Cloud-based single point of orchestration

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