

Inigo: cloud-first architecture based on the Microsoft cloud

Services:

- Microsoft 365
- Azure
- Cyber
- Professional Services
- Managed Services
- Digital Transformation

Industry:

- Finance and Insurance

Organisation size:

- 150 people

Overview:

Formed in 2020, Inigo specialises in a select range of high-risk, high-capacity insurance and reinsurance lines, exclusively through the broker intermediary market. Discover how we helped Inigo achieve a cloud-first architecture based on the Microsoft platform.

Enhancing Inigo's already-established business model

Following a key acquisition in 2021, Inigo needed to migrate users and IT assets from its Enstar Office 365 platform into a new tenant. This required a bespoke Microsoft 365 package, build from the group up to include Microsoft 365, Azure cloud and managed service architecture. Inigo was determined to achieve a best-practice, cloud-first architecture based on the Microsoft platform.

Challenge:

To support Inigo's growth and business strategy, a fast and effective build was required – one causing minimal disruption to business operations within a nine-month timeframe. Inigo also needed to get from A to B as efficiently as possible, with clear end-user communication, adoption support and engagement.

Migrating and transitioning to a fully managed operational model within this deadline required careful and considered planning, design and configuration. Traditional hardware was not the answer. With the pandemic putting supply chains under considerable pressure, the project would have been impossible to complete on schedule.

At the inception of the company, Inigo also lacked the internal resource, so opted to source a partner capable of delivering change on this scale.

Approach:

Inigo needed a business change partner that could lead its evolution, acting as a one-stop shop to ensure a seamless transition to a fully managed cloud environment. Advania's experience in managing clients through divestiture projects and working with organisations within the financial services and insurance sector made it the partner of choice. Our extensive knowledge of Microsoft services and cloud technologies, as well as an understanding of the timelines and roadmaps to deploying services were essential.

Our approach aimed to reduce or eradicate risks, give the most efficient migration route and guide the IT strategy. Inigo's people were at the heart of our planning – our business change experts worked with internal teams to ensure the reasons for change, as well as the benefits, were clear. Our flexibility meant we could easily correct our course where necessary and work in collaboration with Inigo.

Solution

We delivered an end-to-end solution with Microsoft 365 and Azure, aligning with the requirements of the build schedule and ongoing operating model. This included the following technologies and steps:

- Detailed pre-migration discovery and readiness assessment
- Design and configuration of the tenant in Microsoft 365, with zero-trust security by design
- Efficient and secure migration to the new tenant with our Azure Landing Zone
- Enrolment of Inigo devices into Intune management
- Deployment and configuration of Microsoft 365 E5 including Teams Phone, SSO and Office apps
- In-project transitioning to managed services, including service desk and security support

Outcomes:

- Inigo received a new IT infrastructure, in line with best practices for information security and governance
- Inigo was able to launch both its policy and claims administration platforms on the same weekend, thanks to careful coordination
- A full suite of managed services was put in place to ensure Inigo had the best support moving forward
- The entire project was completed seamlessly and on time, averting any risk of delay going to market

Ultimately, a core business goal is to use data as a differentiator. By operating a cloud-first model, and harnessing the advanced tools across the Azure platform, we can dedicate our energy and resources to creating ever more advanced propositions, powered by data.

Erdal Atakan, Chief Information Officer | Inigo



The Future:

Inigo is now benefiting from a range of managed services, while we continue to work in close partnership, tailoring support to meet the needs of the business. Future plans include increased consumption of Azure, particularly data and AI capabilities (for example, Inigo has been experimenting with data-lake technology using Azure Databricks and Synapse).

We also look forward to working with Inigo on harnessing technology to meet environmental and social governance goals. Inigo is planning to monitor the environmental impact of its cloud footprint utilising Azure tools and benefiting from Microsoft's investment in reducing its carbon emissions.

Products and Services:

- Microsoft 365 E5
- Azure Landing Zone
- Sentinel
- Azure Virtual Desktop
- Surface devices
- Teams Meeting Rooms
- Teams Phone
- Azure Data Services
- Managed Security Operations Centre (SOC)
- Windows Defender (Endpoint and Cloud)
- New Commerce Experience licensing

Our impact:

Take a look at some of the results that stood out for Inigo:

1

weekend to deliver multiple platforms

9

months to go cloud first

150

employees served

