

IndiaFirst Life Enables **Seamless Productivity Amid Crisis** with Accops VDI & Gateway Solutions

Industry:
Insurance



IndiaFirst Life Insurance, headquartered in Mumbai, excels in delivering value through its advanced digitalization initiatives, a testament to their #CustomerFirst philosophy. The company offers a diverse portfolio including term plans, ULIPs, savings, retirement, and child plans. IndiaFirst Life, a dynamic player in the Indian market, stands out for its innovative product range and dedicated customer service, ensuring a seamless and secure insurance experience for all clients.

It was established as a joint venture between two Indian public sector banks—Bank of Baroda and Andhra Bank—and UK's Legal & General in November 2009.

Accops provided a secure and integrated solution, quick implementation, a fantastic delivery with continuous support. Thanks to Accops team, we were able to get our BCP into action, deploy the solution and enable our employees to work from home (WFH) and continue with business as usual.

Rupesh Pawar, CISO, IndiaFirst Life Insurance

Challenges

- Transition to work-from-home during Covid-19 overwhelmed existing systems.
- BPO users faced hurdles accessing centralized systems securely, impacting productivity and service delivery.
- High risk of data breaches as staff operated from potentially unsecured personal devices and networks.
- Organizational integrity was at stake as potential data theft from unsecured personal devices threatened operations.
- Business continuity was tested by the pandemic and ensuing lockdowns.

Solution

- ZTNA-based application access gateway for secured roaming access with L7 SSL VPN and OTP.
- Specialized application and desktop virtualization solution for BPO users.
- Energy-efficient thin clients to streamline computing needs.
- SMS Gateway Services for OTP.

Benefits

- Uninterrupted productivity could be maintained remotely with secure access to essential applications.
- Corporate networks stayed protected, with no exposure beyond firewalls.
- Zero Trust Architecture enabled immediate, secure remote work setup.
- Endpoints left no data traces, reducing information leakage risk.
- Detailed audits and logs strengthened security and compliance.



Business requirements

- Maintain consistent productivity with seamless remote and roaming user access.
- Provide secure, centralized access for BPO users via VDI.
- Uphold Business Continuity Planning (BCP) during the Covid-19 lockdown.
- Implement rigorous security policies with robust authentication.
- Protect against data theft from end-user devices.

Remote Work Challenges

IndiaFirst Life Insurance encountered significant obstacles in enabling a smooth and secure experience for their remote workforce. The pre-existing system was sluggish, marked by multiple hops that culminated in suboptimal end-user experiences. Furthermore, there was an urgent requirement to restrict BYOD device access, which posed security risks.

Adding to the challenges came in the Covid-19 pandemic, disrupting lives and businesses across the globe. The IT team had to implement a work-from-home strategy quickly to keep the workforce safe and ensure business as usual under the unprecedented scenario.

The Quest for a Robust Virtual Workspace

The company's IT team sought a fortified workspace virtualization solution to not only facilitate remote work but also ensure compliance and secure delivery of critical applications to employees displaced by the pandemic.

Their checklist was comprehensive: secure integration for remote work, ubiquitous access to business applications, reliable remote connectivity for BPO staff, stringent multi-factor authentication, bandwidth optimization, and an immediate bolstering of their business continuity plan (BCP) against data breaches.

Choosing Accops Over the Competition

IndiaFirst Life selected Accops' end-user computing virtualization solution—integrated with their preferred HCI vendor—to provide secure access to applications for BPO users, over alternatives like VMware. This choice was based on Accops' superior features, integrations, and support.



The Solution

- **HySecure:** Application access gateway for secure access (L7 SSL VPN) to their application for roaming users.
- **HyWorks:** VDI integrated with HCI for BPO Users.
- **HyDesk:** Energy-efficient Thin Clients.
- SMS Gateway Services for OTP.

Additionally, they opted for Accops' Zero Trust Application Access Gateway, which secured application access at the network layer, preventing potential malware threats from personal devices.

Rapid Deployment During the Covid-19 Crisis

With the Covid-19 outbreak, IndiaFirst Life, a long-standing Accops client, rapidly deployed the Accops secure remote access solution. The deployment, inclusive of an SSL VPN and SMS Gateway Services for OTP, was accomplished in 24 hours—a reflection of the system's flexibility. This ensured that essential departments could operate remotely without disruption.

Operational Excellence with Accops

Accops enabled users to instantly access business applications from any location and device, leaving no data footprint, thus enhancing security. The IT team efficiently managed user access and device changes, ensuring smooth workflow continuity.

The outcome was a uniform user experience and streamlined support, markedly increasing productivity—a definite success for IndiaFirst Life, with Accops as their strategic partner through the pandemic.