



# Mutua Madrileña

Delivering premium customer service through cloud centered digital transformation





## >> Mutua Madrileña

Mutua Madrileña, one of Spain's leading insurers, teamed up with InterCloud to deploy cloud connectivity solutions across Microsoft Azure, Amazon Web Services, Google and Oracle Cloud as part of a large digital transformation project meant to respond to its customers' expectations.

Innovation is highly praised at Mutua Madrileña, where an RFP was launched in 2019 to select the best connectivity model to fit their requirements. To bring this idea to life, InterCloud was chosen for its best-in-class multicloud connectivity platform.

### >> Challenges

Digital products and services enabled by the cloud have quickly elevated customer expectations beyond what insurance products have traditionally offered.

To meet those demands and grow revenue, Mutua Madrileña recognised that it needed to implement a secure private cloud connectivity solution to ensure seamless business continuity and uphold its reputation.

Additionally, the need to enhance business agility and stay competitive has pushed Mutua Madrileña to the cloud with urgency. Mutua Madrileña aimed to address these challenges by seeking solutions that could accommodate changing business needs, initially leveraging InterCloud to establish connections between AWS and Microsoft Azure.

The transformational journey has continued over time, including the addition of connectivity to Oracle and Google Cloud, and the move of data centre locations in Madrid, in order to take advantage of low latency of the new regions. The InterCloud platform provided the flexibility that allowed Mutua Madrileña to seamlessly implement these changes.



“When we met the Mutua Madrileña team for the first time, we were impressed by the maturity of the company’s cloud strategy and its vision regarding connectivity. A key element for any successful cloud deployment. We are happy to support Mutua Madrileña’s cloud journey, follow their multicloud needs, sustain their exponential growth, and, overall, help the networking team to be a facilitator of the company’s strategic cloud initiatives.”

- Southern Europe Sales Director, InterCloud

## >> Key benefits

**Seamless native cloud-to-cloud services:** InterCloud’s top-tier Software-Defined Cloud Interconnect (SDCI) solution enabled Mutua Madrileña to establish connections between different cloud platforms.

**End-to-end managed services with strong SLAs:** The end-to-end managed services provided by InterCloud came with strong Service Level Agreements (SLAs), such as jitter, packet loss, and latency.

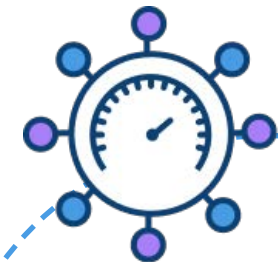
**Dedicated team of experts for cloud adoption:** InterCloud offered Mutua Madrileña access to a team of cloud experts who were committed to simplifying the complexities of its digital transformation journey.

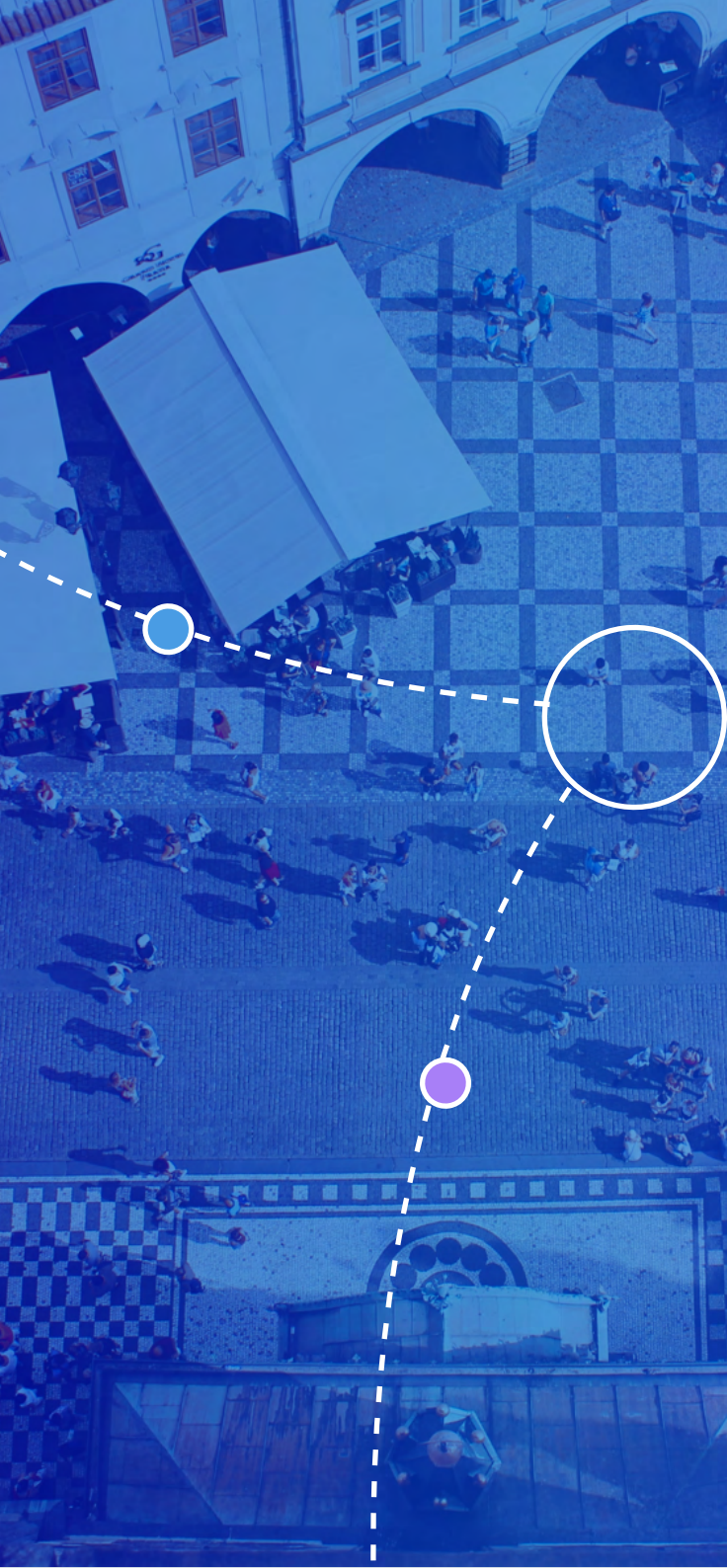
**Facilitation of cloud journey:** InterCloud’s solution seamlessly addressed the challenges of different cloud regions and new implementations, ensuring smooth connectivity for Mutua Madrileña’s cloud migration.

## >> The business context

Important IT initiatives include big data, analytics, digitalizing procedures, and business dashboards. Some essential capabilities were required in the initial setup for these projects to succeed. These abilities included time to market, flexibility and adaptability, and having strong security and plans for business continuity.

Using these needs as a guide, Mutua Madrileña came up with a strategy for their digital shift. This plan focused on creating a mix of different cloud systems, with a strong connection between them, to help with this transformation.





The team in charge of the computer networks at Mutua Madrileña then had to pick the best way to connect to the cloud and the right company to provide that connection. They had to make sure this choice wouldn't put the company's use of the cloud at risk. What's more, this choice had to support new cloud projects in the future. After careful consideration, they selected InterCloud as the solution that met all these needs.

## **>> InterCloud's solution: Reimagining insurance**

### **Growth and Scalability Assurance**

InterCloud empowers Mutua Madrileña with a robust 10G infrastructure, encompassing dual 10G Cloud Appliance (CPEs) that find their home within on-premises data centers. Moreover, two 10G local loops have been established, enabling access to the InterCloud platform via our edges-hosting services situated in Spain.

### **Business Continuity Safeguard**

InterCloud's contribution to Mutua Madrileña extends to facilitating the establishment of high availability connections. This encompasses the integration of Microsoft Azure, AWS, and Oracle connectors. This strategic approach guarantees that the company's servers, websites, and applications are robust enough to withstand varying demand levels and potential failures. The outcome is the mitigation of downtime to an absolute minimum.

### **Streamlined Visibility and Control**

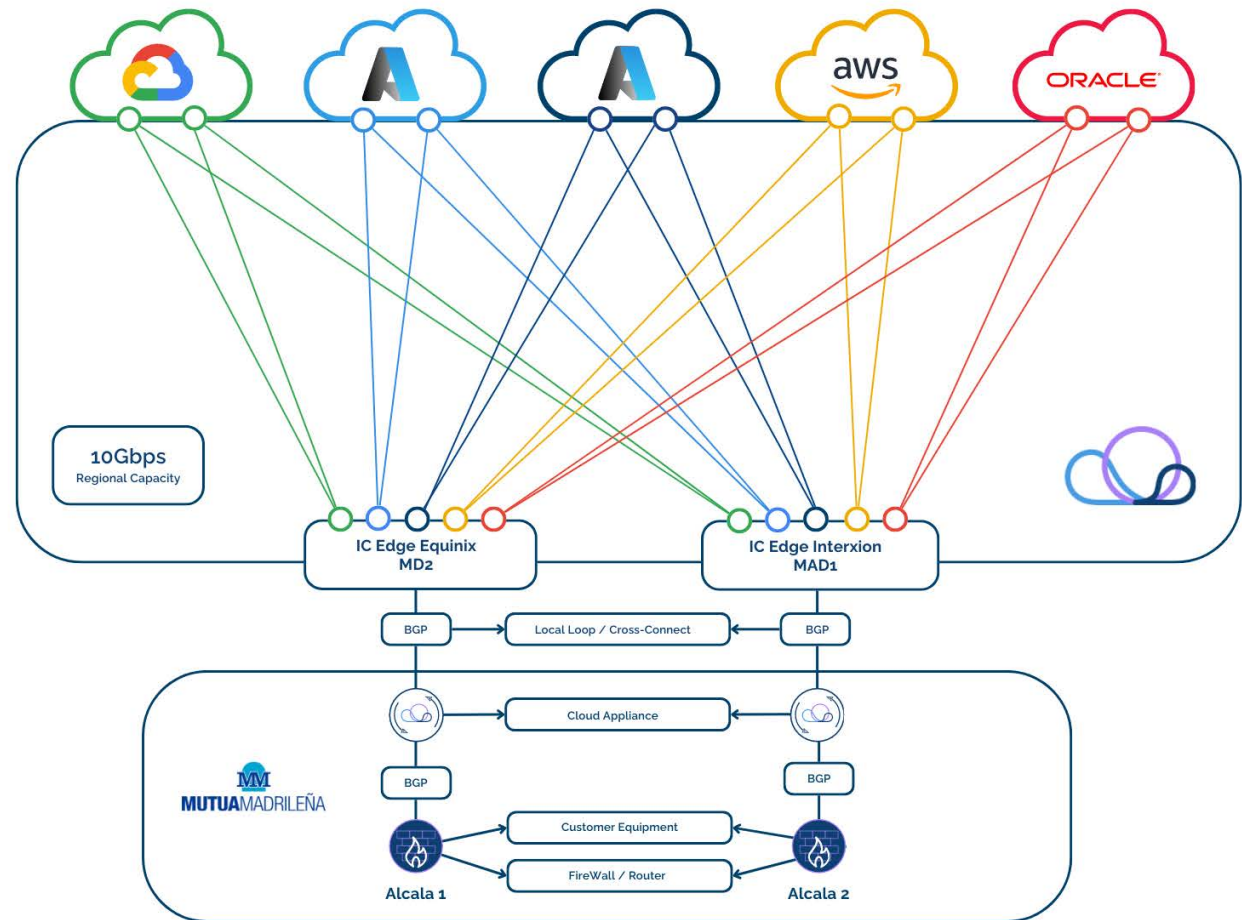
The orchestration of all these elements is further streamlined through a dedicated portal, granting visibility and control over traffic usage and the key performance indicators (KPIs) on the end-to-end SLAs.



“ We wanted both a technically performant solution and a partner that we could trust to help us with our cloud transformation in the private connectivity area. It was important that this partner would learn with us, adapt to our needs, and remove the complexity associated with cloud services provider evolution and changes. ”

- Information Technology Network Manager, Mutua Madrileña

## >> The InterCloud Solution





## About InterCloud

InterCloud's end-to-end global connectivity platform eliminates the complexity in deploying the cloud, giving businesses full control over the security, sovereignty, and performance of their critical data traffic with complete peace of mind.

Working with organizations to help them transform global connectivity, reduce network complexity, and accelerate growth and innovation, InterCloud is a trusted advisor to some of the world's leading brands when it comes to leveraging the cloud for future success

With offices across Europe, the company's platform is underpinned by its team of cloud experts who guide customers to implement effective strategies to leverage the power of the cloud across their organization – making global connectivity a driver for business performance.

[www.intercloud.com](http://www.intercloud.com)