

BUILDING RESILIENT CLOUD OPERATIONS FOR A REGIONAL INSURANCE LEADER



IaaS | DRaaS | Multi-cloud Managed Services

The client is a leading multi-country insurance provider with operations across Saudi Arabia, UAE, and Kuwait. With a legacy of several decades in the region, the company offers a comprehensive portfolio of insurance solutions including property, group life, medical, professional indemnity, marine, and specialty lines such as credit and surety. Their regional presence and diverse offerings have positioned them as a trusted insurance partner for individuals and enterprises alike.

THE CHALLENGE

- The client launched a new digital insurance platform with a public-facing customer portal, making uptime, security, and resilience mission-critical across UAE, KSA, and Kuwait.
- A traditional infrastructure proposal based on servers, SAN storage, and virtualization introduced high upfront costs and lacked the scalability and continuity required to meet stringent business continuity and disaster recovery SLAs across multiple markets.

THE ZAINTECH SOLUTION

ZainTECH redesigned the environment into a sovereign, cloud-based infrastructure spanning UAE, KSA, and Kuwait, aligning application requirements with a scalable and resilient operating model.

Key elements of the solution included:

- **Cloud-native infrastructure architecture** designed for scalability, high availability, and secure workload isolation across regions.
- **Segmented secure network** with Web Application Firewall (WAF) and load balancing to safely publish the customer portal.
- **In-cloud Disaster Recovery as a Service (DRaaS)**, enabling real-time data replication and cross-region resilience.
- **Automated DNS failover** using AWS Route 53 to ensure seamless service continuity during outages.
- **24x7 monitoring and managed services** delivered by ZainTECH's regional Service Desk, ensuring operational control and rapid response.
- **Sovereign cloud deployment supporting in-country data residency** and regulatory compliance across UAE, KSA, and Kuwait.
- **Built-in compliance controls** including encryption, access management, audit logging, and alignment with local insurance and ICT regulations.

THE BUSINESS IMPACT

ZainTECH's cloud solution enabled the client to achieve:

1



40% reduction in OpEx compared to traditional datacenter hosting

2



AED 1.2M in avoided CapEx by eliminating hardware and infrastructure investments

3



Continuous availability through automated failover and cross-region resilience

4



Compliance by design, with data localization, encryption, access controls, and auditability aligned to each country's regulatory standards

WHY ZAINTECH?

ZainTECH Cloud delivers sovereign, low-latency, and compliant infrastructure, operated through a 24x7 managed services model.

This approach ensures continuous availability, regulatory alignment, and operational control for insurers operating across highly regulated markets in the region.



ABOUT ZAINTECH

ZainTECH is a regional integrated digital solutions provider, unifying Zain Group's ICT assets to offer a unique value proposition of comprehensive digital solutions and services under one roof. The company drives the digital transformation of clients in the MENA region by providing a center of excellence and managed solutions across cloud, cybersecurity, data and AI, drones and robotics, digital solutions, modern infrastructure, and software licensing.

ZainTECH operates in Kuwait, Saudi Arabia, Bahrain, Jordan, Iraq, Sudan, South Sudan, and the United Arab Emirates, as well as in other key markets in the Middle East.

Recognized by IDC MarketScape and Gartner for its cloud and AI capabilities in the region, ZainTECH helps enterprises operate secure, resilient, and scalable digital environments.

Discover how ZainTECH Cloud Services can help your organization achieve greater operational resilience and improved business outcomes.



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