

## CUSTOMER SPOTLIGHT

# Dental health insurance provider increases customer experiences and satisfaction by enabling single sign-on with Azure

### CHALLENGE

A large dental health insurance provider wanted to modernize their systems to allow customers a single sign-on experience that would enhance experiences, boost customer satisfaction, and enable the company to remain competitive. To accomplish this, they would need to move from an on-prem legacy environment to a cloud-based environment. The solution would need to minimize disruption to the business, while also supporting and enhancing current security protocols and systems.

### SOLUTION

3Cloud provided the client with a current environment health assessment which included health checks and report cards to assess their security and compliance with government regulations. We also executed a Proof of Concept (PoC) to develop and test a single sign-on environment in the cloud and to replace their on-prem legacy environment, and more importantly, to modernize their current systems. As a next phase, 3Cloud will continue to help the client modernize its infrastructure and applications, including its customer-facing e-portal, with Microsoft Azure.

### IMPACT

By replacing client's on-prem environment with a cloud solution, 3Cloud was able to modernize the company's systems and solve their challenges. The Azure technology system enables automation and secure entry, as well as performance monitoring. Gaining scalability and agility means this insurance company can easily and seamlessly scale to meet customers' demands and keep up with constant change. They can also support critical security needs. Most importantly, their modernized Azure systems allow customers a single sign-on experience that increases customer satisfaction and allows the business to remain competitive.



### CLIENT PROFILE

- **Industry:** Health Insurance
- **Number of Employees:** 273
- **Annual Revenue:** \$236M
- **Innovation Focus:** Cloud Platform, App Innovation

