



Leading spanish insurance provider

How a major insurance company achieved enterprise-grade cloud operations with 24x7 managed services



In the high-stakes world of insurance and financial services, every minute of downtime can mean lost revenue, damaged reputation, and regulatory scrutiny. When a leading Spanish insurance company—backed by two major European financial institutions—needed to ensure continuous availability for its business-critical AWS platform, they turned to T-Systems for a comprehensive Managed Services solution that would transform their cloud operations.

>99.5% Monthly Availability | **≤30 min** Critical Incident Response | **24x7** Production Monitoring

“T-Systems provides structured, reliable, and proactive cloud management that positions us to grow with confidence while maintaining strict operational control in our regulated environment.”

— Technology management, leading spanish insurance provider

The client

This insurance provider operates at the intersection of two major European financial groups: a leading Spanish banking institution and a global insurance corporation. This unique positioning means the company must meet the exacting standards of both the banking and insurance industries—sectors where regulatory compliance, data protection, and operational resilience are non-negotiable.

The company’s technology platforms support the full insurance lifecycle: from underwriting and policy issuance to claims processing and customer service. These systems handle sensitive financial data for thousands of individual and corporate clients, making continuous availability and security paramount.

The challenge:

Scaling operations without compromising control

The company had made a strategic decision to build its platform on Amazon Web Services (AWS) using a cloud-native architecture. Their environment leverages Elastic Kubernetes Service (Amazon EKS) for container orchestration, enabling the scalability and agility that modern insurance operations demand. But with this technical sophistication came operational complexity.

“Operating a Kubernetes-based platform at enterprise scale requires deep expertise across multiple domains, “explains the T-Systems engagement team.” Container orchestration, database management, networking, security—each area requires specialized knowledge. Building that capability internally, with 24x7 coverage, would have required significant investment.”

The challenges were clear: the platform needed round-the-clock monitoring with rapid incident response. Security couldn’t be an afterthought in a regulated environment handling sensitive financial data. It wasn’t enough to configure backups; they also needed regular validation. And all of this needed to be documented and auditable for regulatory compliance.

Without a structured approach, the risks were significant: extended downtime during incidents, undetected security vulnerabilities, backup failures discovered only during a crisis, and compliance gaps that could surface during audits.

The solution: A Dual-Layer Approach to Cloud Excellence

Since early 2023, T-Systems has operated the client's AWS environment under a comprehensive Managed Services framework. The engagement has evolved into what the teams describe as a "dual-layer model"—combining day-to-day operational excellence with strategic governance.

The operational layer

At the foundation is a robust 24x7 operations capability. Production environments are continuously monitored through a combination of Amazon CloudWatch, Prometheus for Kubernetes metrics, and Opsgenie for centralized alert management. When issues arise, they're addressed under strict Service Level Agreement (SLA) commitments: critical incidents trigger response within 30 minutes, with structured escalation paths and regular status updates until resolution.

Security is woven throughout. Amazon GuardDuty provides continuous threat detection. Vulnerabilities identified in monthly audits are tracked through formal remediation workflows. Infrastructure changes follow IT Service Management (ITSM)-aligned processes with full traceability through ServiceNow.

The platform's resilience is validated annually through structured disaster recovery testing and database restoration exercises—not just checking boxes, but producing documented evidence that recovery procedures actually work.

The strategic layer: Cloud Office

In early 2026, the partnership deepened with the establishment of a dedicated Cloud Office. This governance layer sits above day-to-day operations, focusing on architectural oversight, risk management, and long-term cloud strategy. It ensures that operational decisions align with business objectives and that the platform evolves in a controlled, sustainable manner.

The results: Confidence in the Cloud

The numbers tell part of the story. Production availability has consistently exceeded the 99.5% monthly target. Major incidents affecting availability have been practically non-existent, with minimal business impact when isolated issues occur. Response times consistently meet or exceed SLA commitments.

But the real transformation is harder to quantify. The T-Systems team has progressively expanded monitoring coverage, adding probes and alerting rules that catch problems before they impact users. The proactive posture means fewer surprises and more predictable operations.

For the customer, the benefits extend beyond operational metrics. Internal teams can focus on the insurance business—product development, customer service, regulatory compliance—rather than infrastructure firefighting. The platform can scale confidently, with elastic compute provisioning through technologies such as Karpenter adapting to demand without compromising stability.

Most importantly, there's what one stakeholder described as "operational peace of mind". Production systems are monitored around the clock. Incidents are handled professionally. Resilience mechanisms are tested and validated. In a regulated industry where trust is everything, that confidence is invaluable.

AWS services & technologies managed

- Elastic Kubernetes Service (Amazon EKS) • Elastic Compute Cloud (Amazon EC2)
- Relational Database Service (Amazon RDS) & Aurora • Simple Storage Service (Amazon S3) • Elastic File System (Amazon EFS)
- Elastic Load Balancing • Amazon Route 53 • Amazon OpenSearch • Amazon ElastiCache • AWS Backup • Amazon CloudWatch
- AWS CloudTrail • Amazon GuardDuty • Terraform • Prometheus • Opsgenie

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