



TATA COMMUNICATIONS SECURITY SERVICES EDGE (SSE) PROVIDES SECURE CONNECTIVITY TO LIBERTY GENERAL INSURANCE REMOTE BRANCH OFFICES

“Our staff in remote branches are delighted to be able to offer excellent customer service, as SSE allows us to connect branch offices to our corporate networks without GVPN connectivity. That way they have exactly the same access to CRM tools and corporate apps as their city-based colleagues.”

Alok Singh, AVP, IT Application Support, Network & Security, Liberty General Insurance

Seeking a secure remote connectivity solution

Liberty General Insurance (LGI) uses Global VPN (GVPN) services from Tata Communications to connect most of its 1,200 employees in 23 states and 120 branch offices across India. However, of those locations 40 were in remote regions that couldn't cost effectively be linked to the GVPN.

Connecting them to the corporate infrastructure directly over traditional Internet services would have required higher investment without offering performance benefits. Neither would it be secure. Local service providers were unable to come up with a workable solution to integrate such remote locations securely.

Enhanced customer experience and end-to-end security

The Tata Communications team designed a hybrid solution where broadband Internet service taken from a local service provider would offer high-speed remote access to the nearest GVPN point of presence. Tata Communications SSE service offers enhanced experience and better security.

SSE assures end-to-end security through strongly encrypted IPsec VPN tunnels with next generation firewall security features managed and monitored 24/7/365 by the Tata Communications Cyber Security Response Centre (CSRC).



33% of branches
get SSE connectivity



50% saving
compared to GVPN installation



Built-in security
with cloud-based platform



3 to 4 days network delivery
unlike 8 weeks before

“The Tata Communications delivery team was fantastic, and it was a pleasure witnessing the close collaborative working between the different team members. Everything went in on time and exactly as specified.”

Alok Singh, AVP, IT Application Support, Network & Security,
Liberty General Insurance

Fully featured remote access to corporate apps

The secure, cloud-based SSE solution avoids the need for high cost GVPN links in rural areas, giving LGI a cost-effective solution that shows a 50% saving. Moreover, when new branches open or other branches move, broadband service can be provided in three or four days compared to the eight weeks or more it can take for GVPN circuits. The SSE cloud-based security features supplement the security offered by LGI at branch level.

Meanwhile, with the same fully featured access to corporate apps and data as their GVPN-connected colleagues, remote employees can offer exemplary service. Not only does this delight customers walking through the doors, but also gives staff new pride in their work.

Everyone gets 360° customer view

With a digital transformation programme in full swing, LGI is confident the SSE benefits will extend right to the very edge of its corporate estate. For example, bringing CRM information to all client-facing desks so everyone gets a 360° customer view. LGI IT team members, who see internal users as their customers, experience a feel-good factor through the quality of the Tata Communications solution.

SERVICE & SUPPORT

The SSE platform was remotely configured by a Tata Communications team with no LGI intervention necessary. A Tata Communications portal provides 24/7 real-time, monitoring and reporting. LGI is alerted for immediate action if a problem occurs on a broadband circuit. With everything managed by Tata Communications, the LGI IT team gets peace of mind.

Tata Communications SSE

Secure your web, private, and SaaS applications against advanced threats with our integrated and managed SSE. Experience enhanced visibility and faster threat response times through features like:

- Unified SSE platform that enhances threat visibility and analytics
- Seamless error-free transformation, rapid value realization through automation and standardization
- Expedite threat resolution with native integration of SOAR

Our SSE serves to a diverse customer base, spanning IT/ITes, BFSI, manufacturing, etc, with over 100 active customers currently benefiting from our advanced security solutions.

[Click here](#) to learn more.

About Liberty General Insurance

A joint venture between Liberty Industries and Liberty Citystate Holdings PTE, part of US -headquartered multinational property and casualty group, Liberty Mutual Insurance, Liberty General Insurance commenced operations in 2013. The company provides comprehensive retail, commercial and industrial insurance solutions through 1,200 employees in 23 states and 120 branch offices across India.

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