

FRISS is scaling in the public cloud worldwide



From stable private cloud to international public cloud in cooperation with Solvinity

AMBITIONS AND CHALLENGES

- International ambition to remain industry leader
- Accelerated rollout of new environments and migration from private to public cloud
- Standardisation and automation of implementation and administrative work in cloud environments
- Increasing security, privacy and compliance requirements

Less and less fraudsters are managing to con insurance companies. By unleashing smart algorithms onto big data, insurers are increasing their chances of catching fraudsters using the software of FRISS, both during the acceptance process and with notices of claim. What you need for this is a stable, scalable infrastructure that also complies with strict security and compliance requirements.

'We are on a mission to make insurance policies fairer', says Christian van Leeuwen, Chief Strategy Officer and co-founder of FRISS. Based in Utrecht, this vendor provides insurers in the Netherlands and abroad with smart software that identifies fraudulent claims, analyses risks at the port and ensures compliance 24/7. Data of insurers is continuously analysed by FRISS. The company gains insights from the terabytes of raw data using smart algorithms, which generate a FRISS score for each notice. This score subsequently indicates the risk of potential fraud, on the basis of which the insurer can decide whether to investigate cases further or to deal with them quickly.

This working method is successful, because the company is growing fast. After a flying start in the Netherlands, FRISS has expanded rapidly into Europe since 2012. In 2017, this was followed by a multi-million investment in global growth, which they achieved in the years thereafter.

“ At Solvinity the desire is always there to do this together with us. There is a good click on a human level and we also have that harmonisation on a strategic, tactical and operational level. ”

Christian van Leeuwen, Chief Strategy Officer, FRISS

SOLUTIONS

- Managed IT Services in private and public clouds in multiple regions
- Stretched DevOps
- Next-gen firewall integration with appropriate security features
- Azure SaaS/PaaS services

External expertise

Due to the huge amount of data, it was a challenge for FRISS to create and maintain a fast, stable and secure environment. That's why FRISS has been cooperating with Solvinity since 2016. The company was partly chosen due to the predisposition to partnership building that Solvinity displays, its in-depth knowledge of IT management focusing on compliance and security and the way the IT employees from both organisations clicked with each other.

"We always think about what we're good at and what we have to do", says Van Leeuwen. "Infrastructure and hosting operations, as well as the corresponding audit, security and compliance requirements, are crucial aspects for us. To achieve optimal implementation, we collaborate with partners like Solvinity.

RESULTS

- Scalable, cost-efficient, flexible infrastructure
- Secure, compliant environments
- Smooth collaboration
- Improved cloud integrations



ABOUT FRISS

With more than 250 implementations, FRISS is recognised worldwide as a leading supplier of AI-based solutions for fraud detection and fraud prevention software for general & non-life insurers. FRISS's experience and commitment throughout those years are one reason why it can continually develop and respond to clients' ever-changing needs and wishes. This is especially important now that the insurance industry has entered the digital age, where circumstances can change rapidly. No other company is as experienced or as focused on the detection and prevention of insurance fraud as FRISS. FRISS's clients value its unique focus on and total commitment to fraud prevention when it comes to its clients' success.

ABOUT SOLVINITY

Solvinity provides Secure Managed IT Services for organisations with stringent security requirements. Solvinity's innovative cloud solutions, outsourcing, managed hosting and Lango Workspace support governments, municipalities and leading organisations in the digital transformation of their financial and commercial services. In addition, the company delivers CI/CD, container technology and Stretched DevSecOps solutions for software developers. This company distinguishes itself by its very high cybersecurity and certification standards that comply with such national and international norms as ISO 27001, ISO 14001, ISO 9001, SOC 1 & SOC 2 (including Azure) and PCI/DSS. Solvinity has 300 employees and achieved an annual turnover of €50 million in 2020.



During the first few years, the FRISS platform ran on a private cloud environment, but FRISS wanted to switch to the public cloud to realise its growth ambitions. This switch was a condition for further international expansion, because it offers the cost-efficient scalability necessary to continue FRISS's rapid growth.

"The funny thing about our history is that we were actually a SaaS solution from day one already", says Van Leeuwen. "However, due to the trepidation that the insurance industry still felt about the private and public cloud, caused by privacy and security concerns, we offered on-premises solutions out of necessity. Soon afterwards, we were able to place all our clients on our own private cloud."

Public cloud is now fully embraced – and with good reason. "Compared to a traditional private architecture, public cloud offers greater flexibility and scalability", according to Van Leeuwen. "Now that this industry is embracing this trend, all new product developments are geared towards the public cloud and we are saying goodbye to the private cloud."

That was easier said than done, according to Van Leeuwen. "It's hard to make the move to public cloud if a customer base is still primarily running in the private cloud and you want to cause them the last possible inconvenience. What's more, a public cloud has huge upscaling potential, but it also requires attention to implement it in a secure and future-proof way. For example, the costs can rise rapidly if you don't set up the public cloud environment properly."

Full attention had to be given to security in the migration to the public cloud, as FRISS works with sensitive insurer data. FRISS turned to Solvinity again for this. In addition to such certifications as ISAE 3402, ISO 14001 and PCI DSS, Solvinity is also the first MSP in the Netherlands to be SOC 1 and 2 certified for Microsoft Azure Cloud's management environment. Solvinity worked with FRISS to create a stable public cloud infrastructure that is scalable without compromising security or compliance. Although a few of FRISS's existing clients still run on private or hybrid environments, all its new clients worldwide run on Azure.

“ We chose Solvinity as a partner because of their expertise in such fields as the technical maintenance of the infrastructure, security and governance. ”

Christian van Leeuwen, Chief Strategy Officer, FRISS

No lack of ambition

Following its investment in 2017, FRISS now has a firm foothold in North America. This move into a new continent, combined with the rapidly-changing security and compliance world, presents new challenges. For example, FRISS faces much more stringent security assessments for clients nowadays. Van Leeuwen: "The zeitgeist that prevailed five years ago meant that security assessments only included about twenty topics. These days however, we are increasingly faced with lists of over 300 topics!" As a result of stricter privacy requirements and increasing security threats, FRISS therefore has to protect systems better and better. To do this, they rely on Solvinity's proven expertise in keeping complex environments secure and compliant – also when expanding into new geographic regions.

The use of Azure is not the final destination of FRISS's technological journey. In 2021, the company took over the US company Terrene Labs to further consolidate its end-to-end service provision in this market. However, Terrene runs 100% on AWS. Multi-cloud is therefore a new and urgent issue. Van Leeuwen is optimistic: "We are very pleased with our cooperation with Solvinity. We continue to challenge each other and Solvinity tackles matters based on a partnership, not purely as a supplier."

That means we are also looking for new forms of cooperation. In 2021, for example, the 'Stretched DevOps' was launched, where Solvineers collaborate in the FRISS teams. This resulted, for example, in the more effective implementation of container technology within Azure, as well as greater automation of repetitive tasks. Here too, Van Leeuwen sees the added value of the affinity with Solvinity. "My colleagues see Frank Groenewoud more as a part of FRISS than as an external consultant", says Van Leeuwen about one of the Solvineers who works on-site three days a week.

If it is up to Van Leeuwen, this partnership with Solvinity will ultimately lead to Tokyo. "Our aim is that the FRISS Score will become the industry standard by about 2025. After expanding into America, it's Asia next. When we achieve that goal, we'll crack open the champagne."