

CUSTOMER SUCCESS



Bill It Now trusts smartShift to cloud-enable, integrate and support their innovative SaaS platform

Bill It Now is a leading provider of hosted direct billing solutions and services for insurers, MGAs and program administrators. The company serves as a third-party, private-labelled billing administrator, providing an end-to-end suite of technologies and services that deliver comprehensive billing and payment capabilities to clients and a modern, streamlined user experience to their customers.

In 2020, Bill It Now was acquired by Insurity to expand its portfolio with cloud-based billing-as-a-service (BaaS) for insurers, making the decision to migrate all of their systems to Amazon Web Services. smartShift's existing relationship with Insurity, providing a variety of cloud infrastructure solutions and services for many years, made the choice of who to turn to to integrate their new acquisition easy.

smartShift successfully migrated Bill It Now's applications from an on-premises data center to the AWS cloud. By the end of August 2021 the project was complete and smartShift's Managed Services team took over support.

Over 60 systems were implemented, bringing all pre-production and production environments online in a much more flexible, scalable, and cost-effective environment. The project also included the migration and integration of multiple third-party vendor solutions to the new AWS landscape, including Automate, Sage, Oden and PlanetPress.

Challenge

In the Bill It Now legacy application data-in-transit encryption didn't support TLS and also the application did not have High Availability and Disaster Recovery. The AWS migration needed to align Bill It Now's architecture to Insurity's existing standard of operations, security, monitoring and management of systems.

Approach

smartShift proposed and implemented an infrastructure design on AWS that met all requirements leveraging a reliable, scalable and a highly available platform. smartShift's approach for the mobilization and migration phase included these key elements:

- Deployment of latest-generation Virtual Machines for hosting various applications on different Operating systems including Windows and Amazon Linux
- Deployment of MS Active Directory and Domain services to extend the Customer's in-house/on-prem Active Directory services
- High availability MSSQL database servers with AOAG clustering
- "Lift & Modify" upgrade of older versions of MongoDB database services to the latest supported versions, with HA clustering
- Migration of third-party applications to AWS (Automate, Sage, Oden and PlanetPress)
- Achieved data-in-transit encryption for legacy application that didn't support TLS encryption using VNS3 (Cohesive) Overlay networks
- 100% PCI-DSS compliance in every aspect of system design to support payment card industry requirements
- End-to-End Encryption of business data—both in transit and at rest

The cloud migration team followed the Principle of Least Privilege (PoLP) to ensure restricted permissions and privileges for resource access to guarantee that the new systems would have excellent security, management, performance, and backup capabilities.

Results

smartShift successfully delivered the migrated systems on time and in budget, meeting all of Insurity's operational and compliance standards with highly-available, robust solutions. Insurity is very happy with the performance of the newly migrated systems, and the cost savings enabled by AWS are an added bonus.

smartShift continues to provide 24x7 Cloud Managed Services. Our automation-centric approach ensures proactive, secure, and responsive support.