

-InsureMO Global Infrastructure Coverage and Capability Summary-

InsureMO uses the most secure, extensive, and reliable Global Cloud Infrastructures to, provide our customers and users with the state-of-art experience and technology capabilities.

13 Launched Regions

The InsureMO Global Infrastructure has been deployed on AWS/Azure/Google/AliCloud and a couple local Cloud infra providers such as OCI in Middle East... , and all regions are supported by default with multiple Availability Zones.

Currently, to best meet our customers' distribution and performance needs, InsureMO is deployed in the following Regions, and the country site list is still growing:

1. Canada - AWS
2. Tokyo - AWS
3. Bahrain - AWS
4. N. Virginia - AWS
5. Sydney - AWS
6. Singapore - AWS
7. Mumbai - AWS
8. Frankfurt - AWS
9. Hong Kong - AWS
10. Jakarta - AWS
11. Sao Paulo - AWS
12. KSA - OCI
13. Shanghai - AliCloud

InsureMO Global Infrastructure Map

InsureMO and SaaS Site Footprint



Why Cloud Infrastructure matters

The InsureMO Global Cloud Infrastructure is a secure, extensive, and reliable cloud platform, offering fully featured insurance services from data centers globally.

Benefits

Security

Security at InsureMO starts with our core infrastructure. Custom-built for the cloud and designed to meet the most stringent security requirements in the world, our infrastructure is monitored 24/7 to help ensure the confidentiality, integrity, and availability of your data. Access All API data flowing in the InsureMO global network is over https and has been encrypted in transit using TLS. You can build on the most secure global infrastructure, knowing you always control your data, including the ability to encrypt it, move it, and manage retention at any time.

Availability

InsureMO delivers the SLA. Each region is fully isolated and comprised of multiple AZs, which are fully isolated partitions of our infrastructure. To better isolate any issues and achieve high availability, we partition applications across multiple AZs in the same region. In addition, InsureMO control planes and the InsureMO management console are distributed across regions, and include regional API endpoints, which are designed to operate securely for at least 24 hours if isolated from the global control plane functions without requiring customers to access the region or its API endpoints via external networks during any isolation.

Performance

The InsureMO Global Infrastructure is built for performance. InsureMO Regions offer low latency, low packet loss, and high overall network quality.

Scalability

InsureMO global infrastructure enables companies to leverage the rapid scalability of cloud computing concepts with great flexibility. Customers used to over provision to ensure they had enough capacity to handle their business operations at the peak level of activity. Now, they can provision the amount of resources that they actually need, knowing they can instantly scale up or down along with the needs of their business, which also reduces cost and improves the customer's ability to meet their user's demands. Companies can quickly spin up resources as they need them.

Flexibility

The InsureMO Global Infrastructure gives you the flexibility of choosing where you want to run your workloads, and when you do you are using the same network, control plane, API's, and InsureMO services.

Global Footprint

InsureMO has a large global infrastructure footprint, and this footprint is growing at a significant rate.

Explore more of AWS

Technical Support for InsureMO

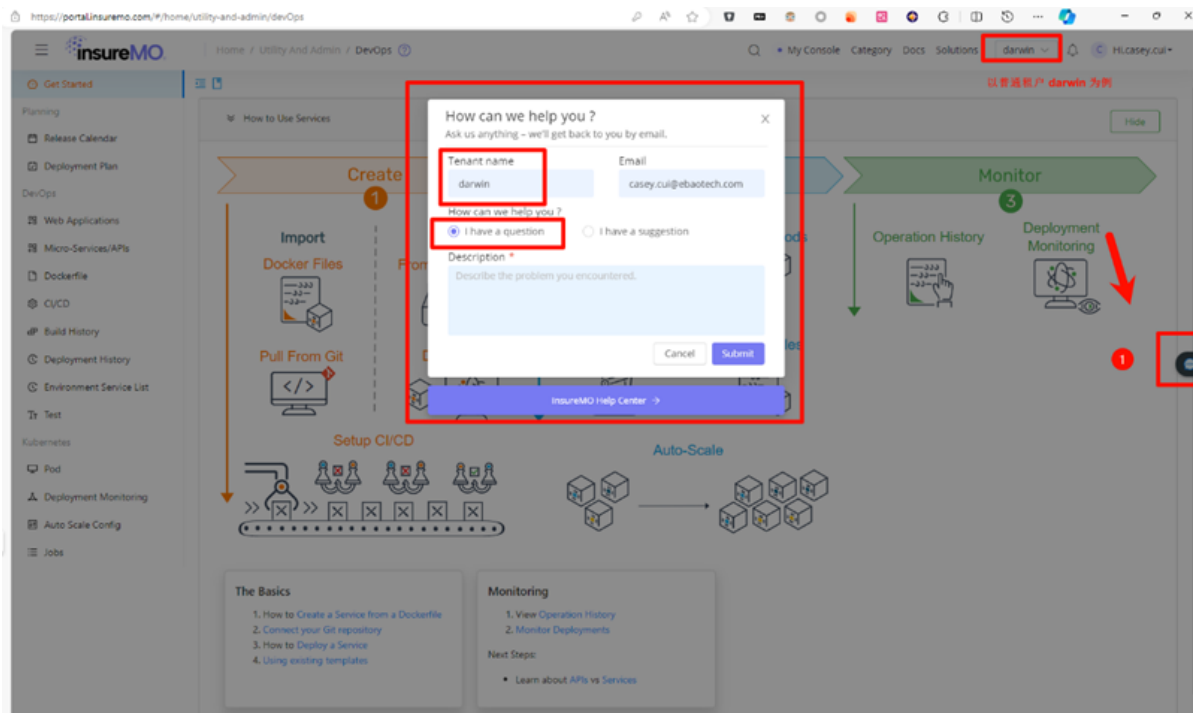
Introduction

InsureMO Tech Support provides the following methods for customers to reach out when in need of support:

- **Support Portal** – Customers can login to our user-friendly support portal and submit a ticket outlining the issue they are facing.
- **Email to SiteOps** – Customers can send an email to our SiteOps team, providing the necessary details of their situation. Our team will then convert the email into a support ticket.

Support Portal User Guide

When you use our InsureMO Portal Support, you can click on the button on the left side of the page, which will bring up the "How can we help you?" pop-up window, where your Tenant Name and your e-mail address will be automatically attached. You can directly check the "I have a question" box, and fill in the Description, and Submit. Like below:



Once submitted, the InsureMO SiteOps team will receive the Ticket and process it.

Supported Regions

The InsureMO platform is deployed based on AWS/Azure/OCI/Google/Alibaba/... regions, and all regions are supported by default.

Our Commitment

All our support programs provide 24/7 access to customer service and InsureMO product documentation. Our commitment is to ensure the success of our customers by promptly solving issues and providing needed guidance. Whether the issue is complex or simple, big or small, our team is always ready to assist.

Cloud Provider Technical Support

We are also committed to supporting the services provided by the cloud providers InsureMO utilizes. This includes but is not limited to AWS.

Cloud Providers Utilized by InsureMO

Introduction

InsureMO utilizes a multi-cloud strategy across different providers to ensure optimal performance, reliability, and scalability of our SaaS/PaaS solutions. Our cloud providers include:

1. AWS (Amazon Web Services)
2. Azure
3. Alibaba
4. Oracle
5. Google Cloud

AWS Services

Amazon Web Service (AWS), a widely adopted cloud platform, provides highly reliable and scalable infrastructure resources. InsureMO uses a variety of AWS services including:

- **AWS Route 53:** a scalable and highly available DNS service.
- **AWS ALB & NLB:** Load Balancing services for automatically distributing incoming application traffic across multiple targets.
- **AWS WAF:** a web application firewall that helps to protect our applications.
- **AWS VPC:** Services that allow us to launch AWS resources in a virtual network that we define.
- **AWS Transit Gateway:** The Transit Gateway is used for scalable and easy transitive networking connectivity.
- **AWS PrivateLink:** securely access services over AWS Private Network.
- **Amazon CloudFront:** a content delivery network for secure and fast distribution of data, videos, applications.
- **AWS EC2:** EC2 provides secure, resizable compute capacity in the cloud.
- **Amazon Linux:** We work on Amazon Linux for a secure, stable and high performance execution environment. InsureMO uses:
 - Amazon Linux 2
 - Amazon Linux 2023
- **Amazon RDS:** RDS makes it easy to set up, operate, and scale a relational database in the cloud. InsureMO uses:
 - Aurora
 - RDS MySQL (Of these, mysql accounts for the majority.)
 - Oracle
 - Microsoft SQL Server
 - ...
- **Amazon Redshift:** Redshift provides fast query performance using the same SQL-based tools and business intelligence applications.
- **AWS Lambda:** AWS Lambda lets us run our code without provisioning or managing servers.
- **AWS Graviton:** Graviton provides the best price performance for our cloud workloads.
- **Amazon EKS:** EKS makes it easy to deploy, manage, and scale containerized applications using Kubernetes.
- **AWS SageMaker:** SageMaker removes the heavy lifting from each step of machine learning process to make it easier to develop high quality models.
- **AWS S3:** On public cloud, InsureMO platform employs object storage service offered by the IaaS platform, for example on AWS the S3 is used. S3 is encrypted with AES256 algorithm.
- **AWS OpenSearch:** An Elasticsearch compatible technology for real-time, full-text search and analysis.
- **AWS MQ:** A managed message broker service for Apache ActiveMQ (AWS MQ)
- **AWS MemoryDB:** A Redis-compatible, in-memory database (MemoryDB).

- **AWS ElastiCache:** A web service to deploy, manage, and scale an in-memory cache in the cloud.
- **AWS Backup Service:** Centralized backup service to automate data backup across AWS services.**
- **AWS GuardDuty:** A threat detection service that continuously monitors for malicious activity.
- **AWS CloudWatch:** An observability service providing actionable insights (CloudWatch)
- **AWS Security Hub:** A security and compliance service that aggregates alerts (Security Hub).
- **AWS CloudTrail:** A service that governs, audits, and monitors activity across AWS accounts.
- **AWS IAM:** Services that provide secure access management (IAM)
- **AWS KMS:** Managed creation/control of encryption keys (KMS).
- **AWS Macie:** A fully managed service that uses machine learning to automatically discover, classify, and protect sensitive data.
- **AWS Site to Site VPN:** A service for securely connecting on-premise networks to AWS cloud resources.

By taking advantage of these diverse services, InsureMO can ensure high-quality, reliable, and safe user experiences.

For more information, please contact [#PMO-InsureMO](#)