

Journey to the Public Cloud

Operational excellence

Cor van Herk

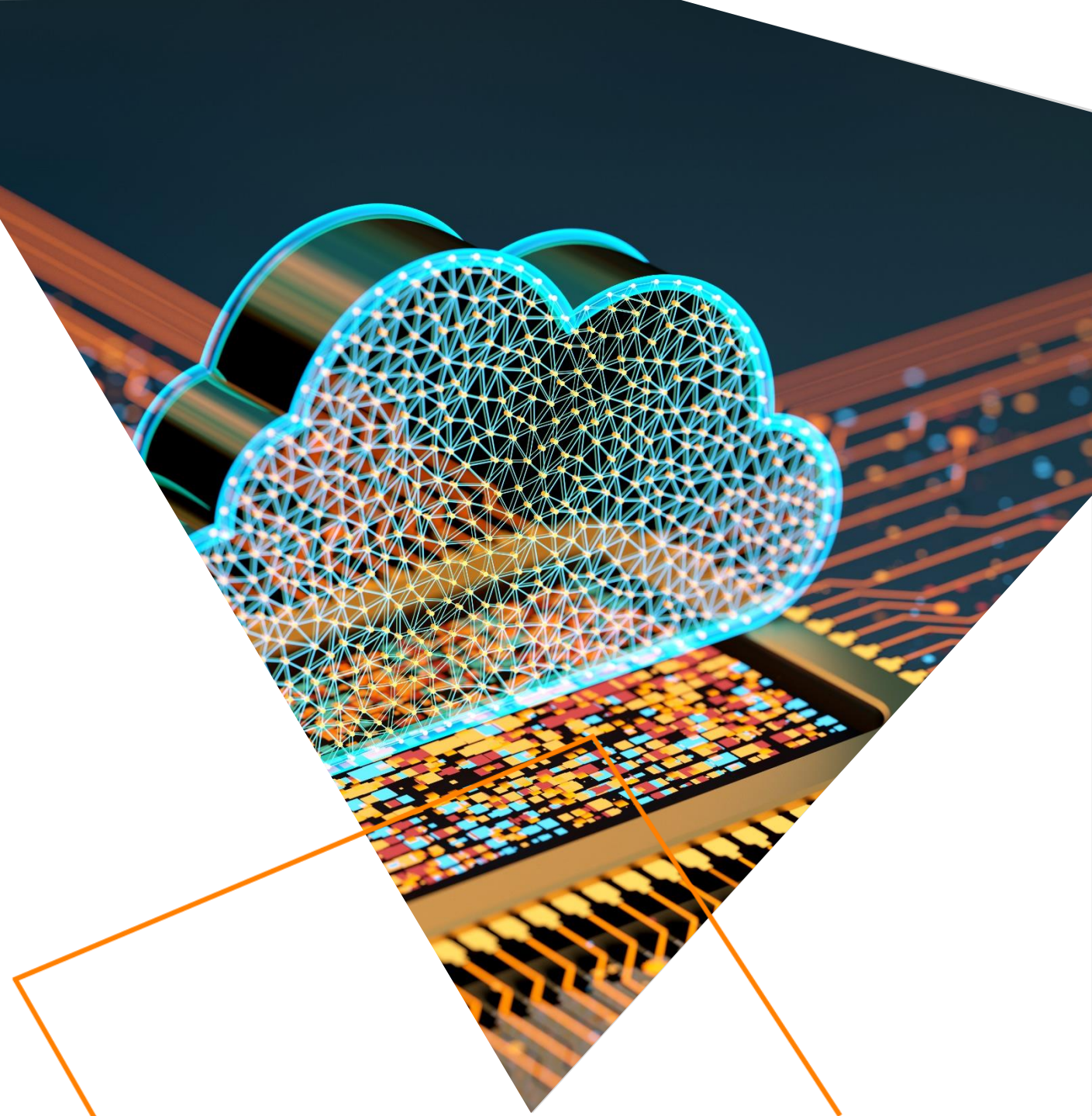
September 26, 2024

Agenda slide

- 1 Public Cloud in general**
- 2 Selection of future hosting partner**
- 3 Cloud Strategy**
- 4 Current Project**
4 workstreams

Public Cloud

In general



Public Cloud

What is Public Cloud

- ⚡ The public cloud is defined as computing services offered by third-party providers over the public Internet, making them available to anyone who wants to use or purchase them.
- ⚡ The main difference between public cloud and private cloud is where it is hosted and who is responsible for managing it. Public cloud uses shared infrastructure, while private clouds use your organization's own dedicated infrastructure.



Google Drive



Public Cloud

Market trends

Gartner Forecasts Worldwide Public Cloud End-User Spending to Surpass \$675 Billion in 2024

- ⚡ Predicted Year-over-Year Growth of More Than 20%
 - Biggest growth is on Infrastructure as a service mainly drive by AI
- ⚡ By 2024, more than 45% of IT spending on system infrastructure, infrastructure software, application software and business process outsourcing will shift from traditional solutions to cloud

Source: Gartner

Public Cloud

General trends

- ⚡ AI services in general -> demands extensive computing resources
- ⚡ Hybrid and Multi Cloud strategies
 - preventing the risk of Vendor lock-in
 - Provides scalability, flexibility if needed
- ⚡ Edge AI Computing
 - Being able to make real-time analysis and decision making
- ⚡ Sustainability:
 - With the growth of the information and communication technology there's more and more eye for sustainable computing. The vast majority of cloud providers are taking steps to reduce their environmental impact, which includes implementing more aggressive carbon-neutral goals
- ⚡ Serverless Computing
 - With serverless applications, the cloud service provider automatically provisions, scales, and manages the infrastructure required to run the code



Public Cloud

Several pro's:

- ⚡ Scalability and Flexibility
- ⚡ Possible Cost Savings
- ⚡ Reliability and Availability
- ⚡ Security and Compliance
- ⚡ Innovation and Integration
- ⚡ Time-to-Market
- ⚡ Disaster Recovery
- ⚡ Managed Services
- ⚡ Sustainability

Public Cloud

From Keylane's customer perspective



- ⚡ Keylane provides Software as a Service over the internet -> For the customer this is public cloud
 - Currently we manage the servers ourselves, for Keylane it's private Cloud
 - Keylane wants to take advantage of public cloud opportunities

Selection of future hosting partner



Selection of our future hosting partner

Reasons for choosing Public Cloud via Microsoft Azure



Compliance:

Key standard adherence including SOC 2 to provide our customers the needed assurance like DNB & DORA.

High on compliance for the financial sector.



Current challenges:

Immediate solutions needed for our CI/CD build pipelines.

Alignment over all product lines.



Expertise:

Leverage Microsoft's vast industry experience.

Technology fits all our Java build product lines.



Efficiency:

Deploy new environments in minutes, not weeks.

Integration with other Microsoft products like 365. Usability.



Cost-effective:

No additional hardware purchases required.

Lower or comparative pricing to quotes from other parties.

Cost savings by making use of licenses from one vendor.



Smooth transition:

Microsoft offers easy cloud migration functionality.



Acceptance by customers:

The best hosting partner towards the future to convince our current and new customers to cooperate.

Promised to some customers already.

Cloud strategy

We want to have a **cloud-ready** product that can be deployed **fully automated** at **anytime** and **anywhere** in the Cloud



Cloud strategy L&P

Cloud strategy

We want to have a **cloud-ready** product that can be deployed **fully automated at anytime and anywhere** in the Cloud

Customer releases are non-events (both for Keylane teams and for the customer)
Making use of Infrastructure as code



Internal release-frequency can be chosen freely



Actual standard and releasable software



New functionality to be build cloud native



Product strategy should support the move to Public Cloud



Performance and footprint is key



Current project

Some insights



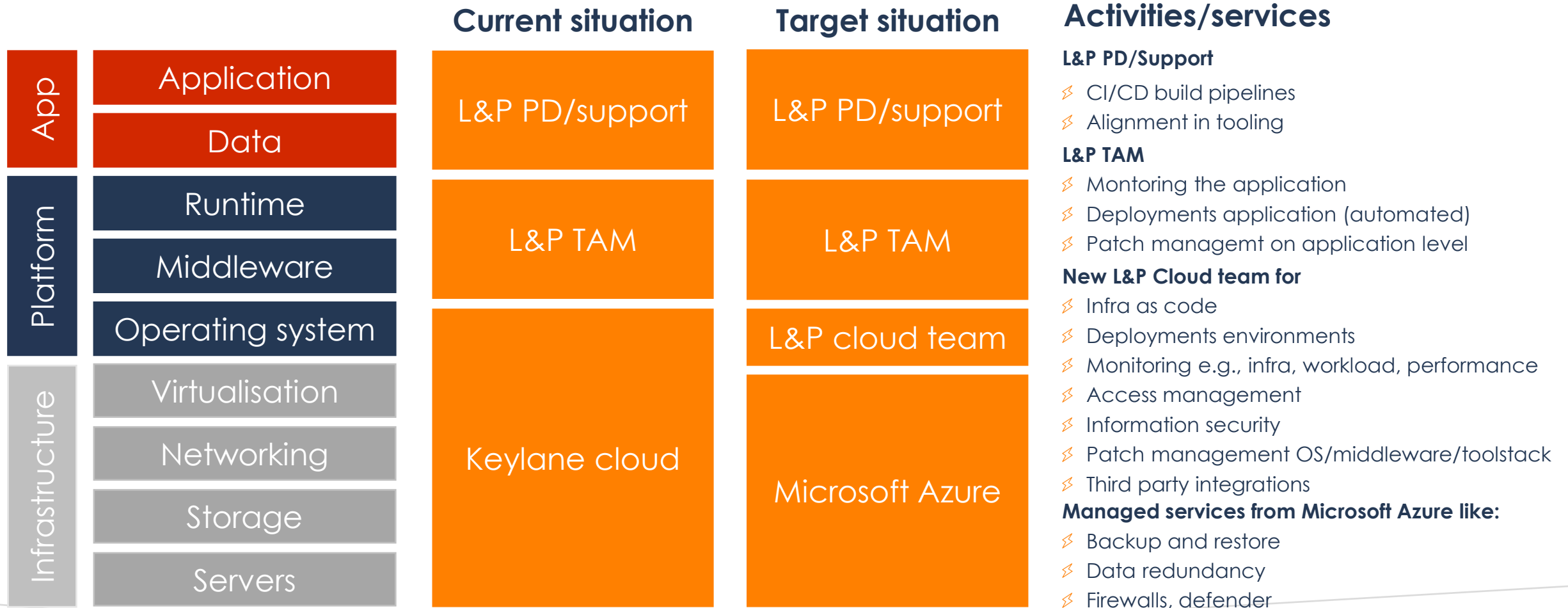
High level plan going forward

Divided in 4 workstreams



W1: Recruitment & learning and development

Organisational changes



W2: Customer communication

Where are we in the process?

- ✓ All customer received a letter of notification
- ✓ All customer received a letter for approval

Keylane needs approval from our customers on making use of a critical third-party service provider to continue.

To help our customers in the process we've provided:

- ⚡ Our risk analysis on Microsoft Azure according to the DNB
- ⚡ Clarification letter from Keylane Life & Pension for processing personal data at Microsoft
- ⚡ Data transfer impact analysis Keylane Life & Pension BV with Microsoft for customer data – July 2024



W2: Customer communication

What's needed from our customers?

- Per customer we will provide a migration plan created in close collaboration with our customer
- Migration should have a minimal impact on your operation
- We need your help in:
 - *Setting up the landscape, the complete chain in which our products are incorporated*
 - *Test the new environments, including the complete chain.*
 - *Acceptance of the new environments*

W3: Assurance

Status

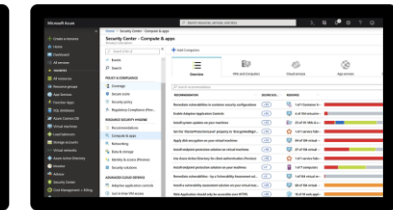
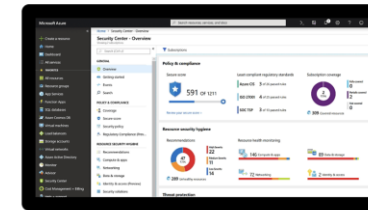
- ⚡ Keylane defined a new Control Framework which covers the good practice of information security of the Dutch Central Bank
- ⚡ All controls on vendor management and outsourcing also apply on Microsoft Azure
- ⚡ Microsoft Azure provides all assurance reports needed
- ⚡ Microsoft Azure is High on compliance for the financial sector
- ⚡ We've added a list of policies within the Keylane L&P Landingzone like data storage within European borders
- ⚡ Microsoft Azure has a compliancy Portal which help us to showcase we're in control
- ⚡ We make use of managed services from Microsoft like:
 - Entra ID
 - PIM / PAM
 - SIEM

Comprehensive security and compliance, built in

✓ Microsoft invests more than **\$1 billion annually** on cybersecurity research and development.

✓ We employ more than **3,500 security experts** who are dedicated to data security and privacy.

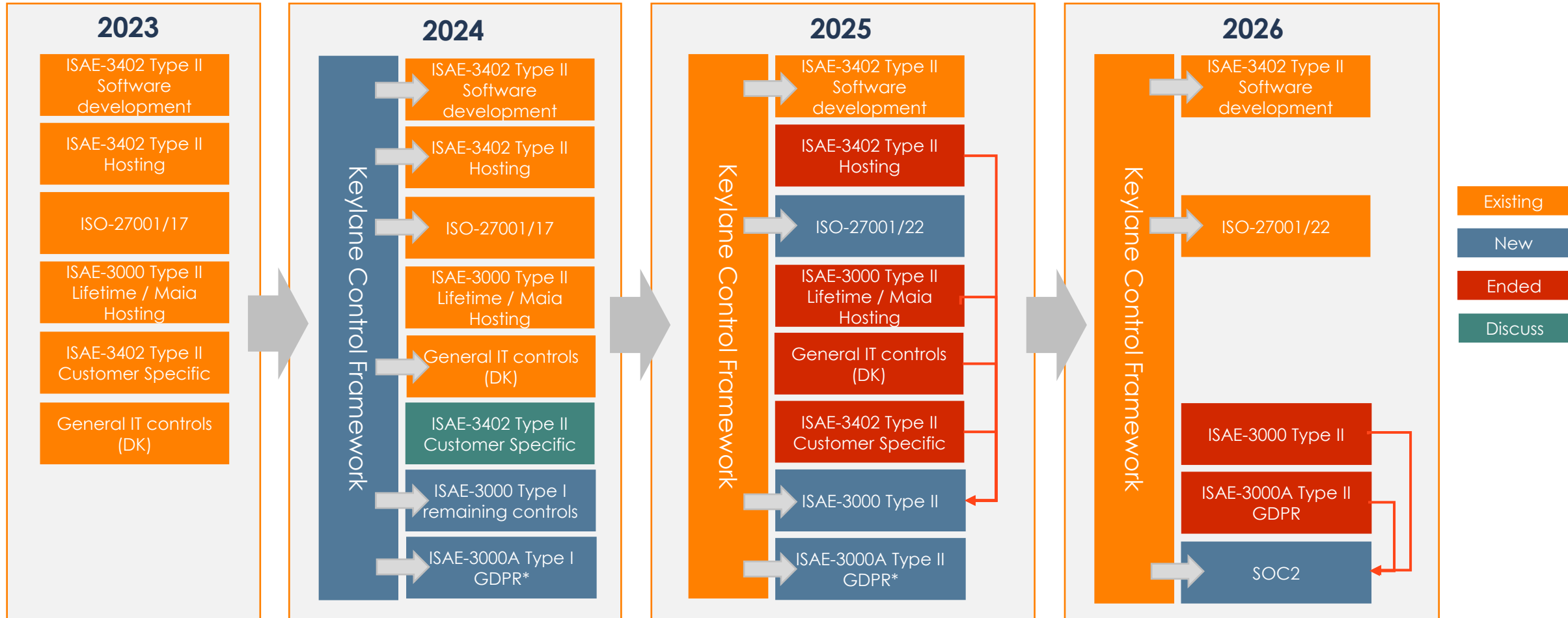
✓ Azure has **more certifications** than any other cloud provider. View the [comprehensive list](#).



ISO/IEC
CSA/CCM
ITAR
CJIS
HIPAA
IRS 1075

W3: Assurance

Assurance calendar Keylane Life & Pension (2026 under review)



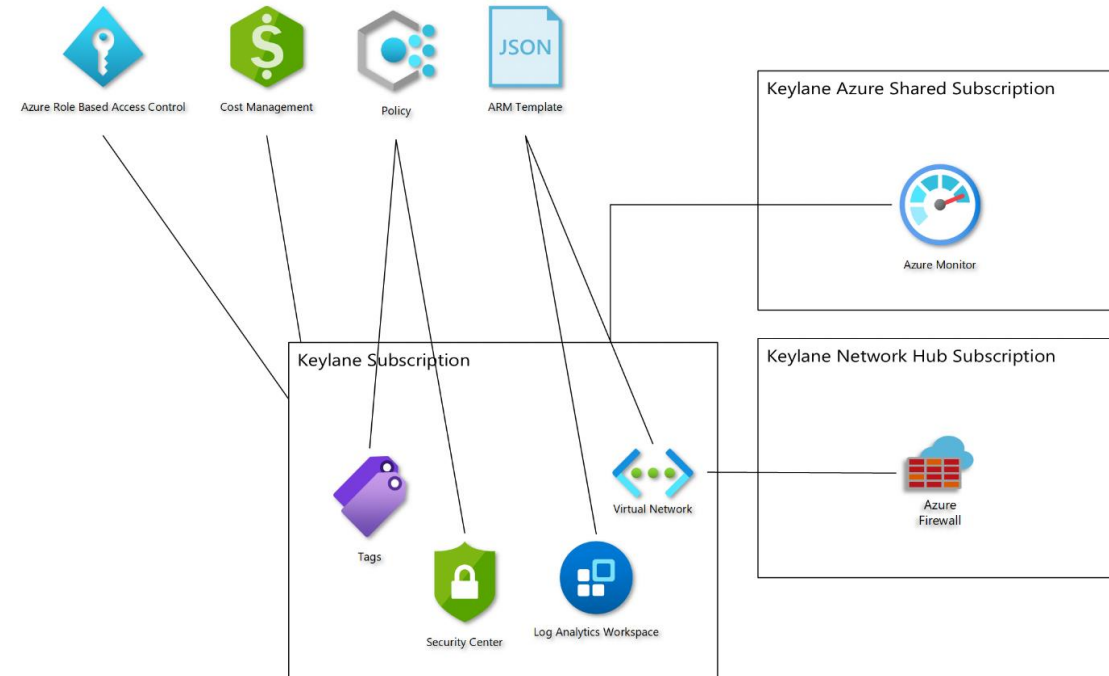
* Additional service, please contact Keylane L&P for more information

Note: Not all assurance reports are included in the current SaaS fees

W4: Implementation

Status

- ⚡ We've created a Keylane Landingzone
- ⚡ We've created worker loads for every subscription (customer)
- ⚡ All configuration via Infra as Code (no manual activities)
- ⚡ Currently we're doing a proof of concept for all product lines to have them up and running on Microsoft Azure
- ⚡ Currently we're hardening all environments
- ⚡ Based on approval and customer specific projects we will start migrating to Microsoft Azure
 - This will end up in a specific project and plan per customer/ product line



Questions & Answers





We're excited!

- ⚡ We are facing an exciting journey
- ⚡ Everybody within Keylane is eager and committed to make this happen
- ⚡ With one goal, **providing the best services** regarding hosting of our applications **towards our customers**

Break-out information track 2

From 15:20 – 15:45

2A Navigating DORA and other regulatory challenges together

/Mirella Daurer, General Counsel, Keylane L&P

2B Transforming customer experiences: Harnessing the power of digital journeys and self-service

/Marit Lasschuit, Managing Consultant & Patrick van Ooijen, Product Owner, Keylane L&P

2C Readiness support for the new WTP pension legislation (Dutch-speaking)

/Wouter Boeser, Principal Director Consultancy & Nadia Allali, Senior Consultant, Keylane L&P