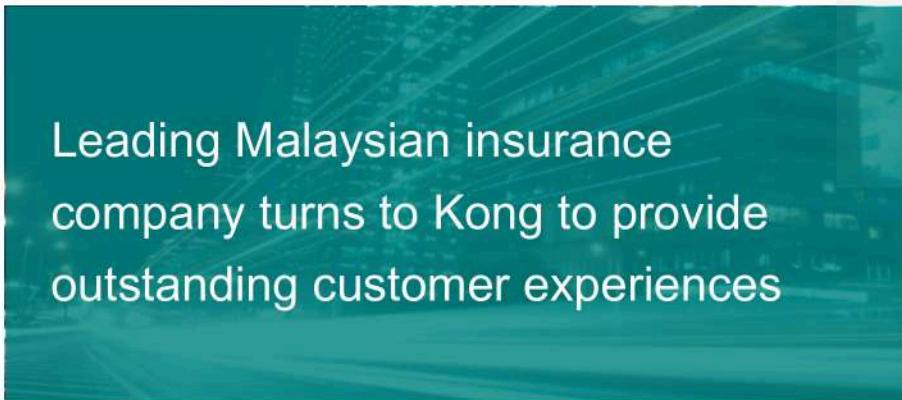


MNRB Reduces Costs and Secures Its Systems with Kong API Platform



Leading Malaysian insurance company turns to Kong to provide outstanding customer experiences

Project Name

Application Modernization and Enterprise API Platform

Client Name

MNRB Holdings Berhad

Challenge Growing Globally with an API-first Approach

With a commitment to expanding its domestic footprint while continuing to pursue select markets abroad, the MNRB Digital Innovation Department prioritized modernizing its technology stack.

In striving to become an API-first organization, Mohd Khairul Hairi B Mazlan, Head of DevOps at MNRB, and his team sought an API gateway solution that could support their requirements for scaling well-designed APIs in a proficient and cost-effective manner.



Solution Growing Globally with an API-first Approach

Kong Gateway Enterprise was selected by the team at MNRB to support their modernization initiative, largely due to Kong's ability to provide a consolidated platform that offers pricing comparisons from all insurance operators. Mazlan and the team required a middle layer to consolidate all front-end facing systems to their back-used system using API gateways. Additionally, they needed an API catalog to ensure all their APIs could easily be viewed and tested.

Mazlan worked with their partners at **Crest Infosolutions** to select Kong as a partner and build out the infrastructure that would become the backbone of MNRB's new modern infrastructure.

Result

Building outstanding digital experiences for customers

One significant challenge MNRB previously faced was its ability to deliver insurance services quickly to customers. Before implementing Kong, it could take more than 3 days to get verification between systems that a customer had purchased services. This was especially a problem when customers needed to file a claim in the interim, while they were still waiting for that verification.

Using Kong Gateway Enterprise, they've been able to set up these connections to provide instant verification, delivering a much better customer experience. There are many systems that work together to provide pricing comparisons and quotes, verify the customers purchase via email and SMS, and allow them to use the interface to submit a claim. This used to take a matter of days now, with Kong, its instantaneous, says Mazlan.

MNRB's achievements in delivering exceptional customer experiences were recognized at the Malaysia Technology Excellence Awards in 2022, winning the Insurtech Financial Technology award category.

360-degree protection

Mazlan and the team needed a way to enable 360-degree protection of their services. This was only possible using Kong Enterprise Gateway to manage and secure the connections from front-end to back-end services.

Improving Time To Market

Delivering new products to all five of our main platforms is so much faster now all we have to do is create the new API and deploy it to our API gateway so it can be consumed by our various front-end systems

"Kong's end-to-end API management platform provides us with the ability to digitally transform our business."

Mohd Khairul Hairi B Mazlan
Head of DevOps at MNRB