



Transforming API security and management for a leading Malaysian insurance provider



Our client

As a trusted name in Malaysia's insurance sector, the company offers a wide range of protection and investment products to individuals and businesses. With a reputation built on reliability and service excellence, the insurer is also known for embracing digital innovation to stay ahead in an increasingly competitive market. From online policy management to mobile-first claims submission, the company continues to reimagine how it delivers value to policyholders.

Challenge

For years, the company relied on a traditional reverse proxy approach to manage and secure access to its digital platforms. While this setup provided basic routing and traffic forwarding, it fell short in areas critical to a modern, API-first environment. As digital services grew in both volume and complexity, the team faced mounting challenges with scalability, visibility, and security enforcement. The need for real-time integration between customer-facing portals and backend systems became a top priority, but the existing infrastructure lacked the tools and agility to support this demand.





Solution

Recognizing the need for modernization, the insurer partnered with Crest Infosolutions to implement Kong Enterprise Gateway as the foundation of its new API-driven architecture. Kong enabled centralized routing, security, and observability, replacing the legacy reverse proxy with a high-performance, scalable platform. With a secure three-tier deployment and advanced plugins like JWT and OAuth2, the company now delivers real-time services across web and mobile channels. Kong's Developer Portal also empowered teams to discover, test, reuse APIs, and accelerating development

Results

With Kong Enterprise in place, processes that once took days—like customer verification—now happen in seconds. The insurer delivers real-time, secure services across digital channels while benefiting from improved scalability and reduced infrastructure costs. Kong's observability features give teams the insights needed to optimize performance. Crest continues to provide managed support, helping onboard new applications and standardize API practices across the organization.



It was a genuine privilege to collaborate on this innovative digital transformation project, pushing the boundaries of innovation alongside a visionary client. Our goal at Crest is to empower businesses with modern, secure platforms that accelerate digital success, and this project is a testament to that mission.

— **Hemant Prasad**
CEO, Crest Infosolutions



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