

ICICI Lombard and AWS enable seamless business continuity with automated Disaster Recovery (DR) solution

New setup strengthens service reliability and response time in the event of disruptions

Mumbai, 23rd July 2025 – ICICI Lombard in collaboration with Amazon Web Services (AWS), has completed a major upgrade of its disaster recovery (DR) infrastructure from AWS Asia-Pacific (Mumbai) Region to AWS Asia Pacific (Hyderabad) Region, backed by a fully automated, cloud-native setup. The transformation covers the company's business-critical applications and ensures rapid failover capabilities in the event of any disruption, helping safeguard uninterrupted access to services for customers.

The move reflects ICICI Lombard's continued focus on resilience and preparedness in the face of increasing operational risks. With the growing frequency of climate and technology related disruptions and global IT incidents, the company has strengthened its continuity framework to minimize downtime and maintain business operations in any scenario. The transition was executed with remarkable speed, with end-to-end automation, minimal manual intervention, and real-time validation.

Speaking on the initiative, **Girish Nayak, Chief – Technology, Health UW and claims at ICICI Lombard**, said "ICICI Lombard has successfully executed a full-site Disaster Recovery (DR) drill, marking a significant milestone in our digital resilience journey. In a first-of-its-kind move in the insurance sector, we seamlessly transitioned all business applications to our secondary cloud region, demonstrating our readiness to operate without disruption during unforeseen events. This was not just a test of technology, but a validation of vision. Our partnership with AWS is a cornerstone in future-proofing our digital infrastructure — moving us from recovery preparedness to true continuity assurance. By leveraging a fully automated, cloud-native DR architecture, we have proven that resilience and agility can coexist at scale. The complexity of this automated switchover underscores the strength of our execution teams and our long-term technology strategy. This achievement reinforces our commitment to regulatory compliance, customer trust, and uninterrupted service delivery — ensuring ICICI Lombard remains a digitally forward insurer, ready for tomorrow's challenges today."

Kiran Jagannath, Head, FSI and Conglomerates, AWS India and South Asia, said, "AWS is pleased to collaborate with ICICI Lombard to secure its mission-critical workloads, ensuring faster application recovery, greater reliability and data protection through a fully automated data recovery process. ICICI Lombard has always prioritized its commitment to better customer experience and compliance through a robust technology backbone, and this implementation is a logical next step in its growth journey."

The upgraded disaster recovery setup has been designed and deployed using native AWS services, including Elastic Disaster Recovery (EDR), AWS Step Functions, and infrastructure-as-code capabilities. The setup enables continuous replication of application and database

servers between the primary site in Mumbai and the DR site in Hyderabad, along with seamless environment switching using domain-based routing.

ICICI Lombard has been an early mover in cloud adoption within the BFSI space. The company had previously migrated its core policy issuance and claims platforms to the cloud and has progressively modernized its application environment over the years. The latest move further strengthens its technology backbone and reinforces its commitment to uninterrupted service delivery.

About ICICI Lombard General Insurance Company Limited

ICICI Lombard is the leading private general insurance company in the country. The Company offers a comprehensive and well-diversified range of products through multiple distribution channels, including motor, health, crop, fire, personal accident, marine, engineering, and liability insurance. With a legacy of over 2 decades, ICICI Lombard is committed to customer centricity with its brand philosophy of 'Nibhaye Vaade'. The company has issued over 37.6 million policies, over 3.2 million claims processed and has a Gross Written Premium (GWP) of ₹ 282.58 billion for the year ended March 31, 2025. ICICI Lombard has 328 branches and 15,123 employees, as on March 31, 2025.

ICICI Lombard has been a pioneer in the industry, being the first large-scale insurance company in India to migrate its entire core systems to the cloud. With a strong focus on being digitally-led and agile, the company has introduced multiple AI-powered insurance solutions. The company's flagship insurance and wellness app, IL TakeCare, which has received over 14.9 million downloads, also offers the industry's first Face Scan feature. The company has won several prestigious awards- including the Insurance Asia, ICC Emerging Asia Insurance, ET BFSI Exceller, ET Corporate Excellence, Golden Peacock, FICCI Insurance, Assocham, Stevie Asia Pacific, and National CSR in recognition of its various initiatives. For more details log on to <https://www.icilombard.com/>.

About Amazon Web Services (AWS) India Services Private Limited

AWS India Private Limited undertakes the resale and marketing of AWS Cloud services in India.

About Amazon Web Services

Since 2006, Amazon Web Services has been the world's most comprehensive and broadly adopted cloud. AWS has been continually expanding its services to support virtually any workload, and it now has more than 240 fully featured services for compute, storage,

databases, networking, analytics, machine learning and artificial intelligence (AI), Internet of Things (IoT), mobile, security, hybrid, media, and application development, deployment, and management from 117 Availability Zones within 37 geographic regions, with announced plans for 13 more Availability Zones and four more AWS Regions in Chile, New Zealand, the Kingdom of Saudi Arabia, and the AWS European Sovereign Cloud. Millions of customers—including the fastest-growing startups, largest enterprises, and leading government agencies—trust AWS to power their infrastructure, become more agile, and lower costs. To learn more about AWS, visit aws.amazon.com.

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