

Case Study

# IT Carve-Out and Cloud Transformation for a PE-Backed Long-Term Care Insurance Administrator



# Customer Overview



## Customer

A Leading Long-Term Care Insurance Administrator



## Profile

A specialized third-party administrator (TPA) providing long-term care insurance plan administration services for major national insurance carriers.



## Industry

Financial Services | Insurance



## Services

IT Due Diligence | Infrastructure Carve-Out | AWS Migration | Managed Cloud Services | Security & Compliance Management | IT Operations Support

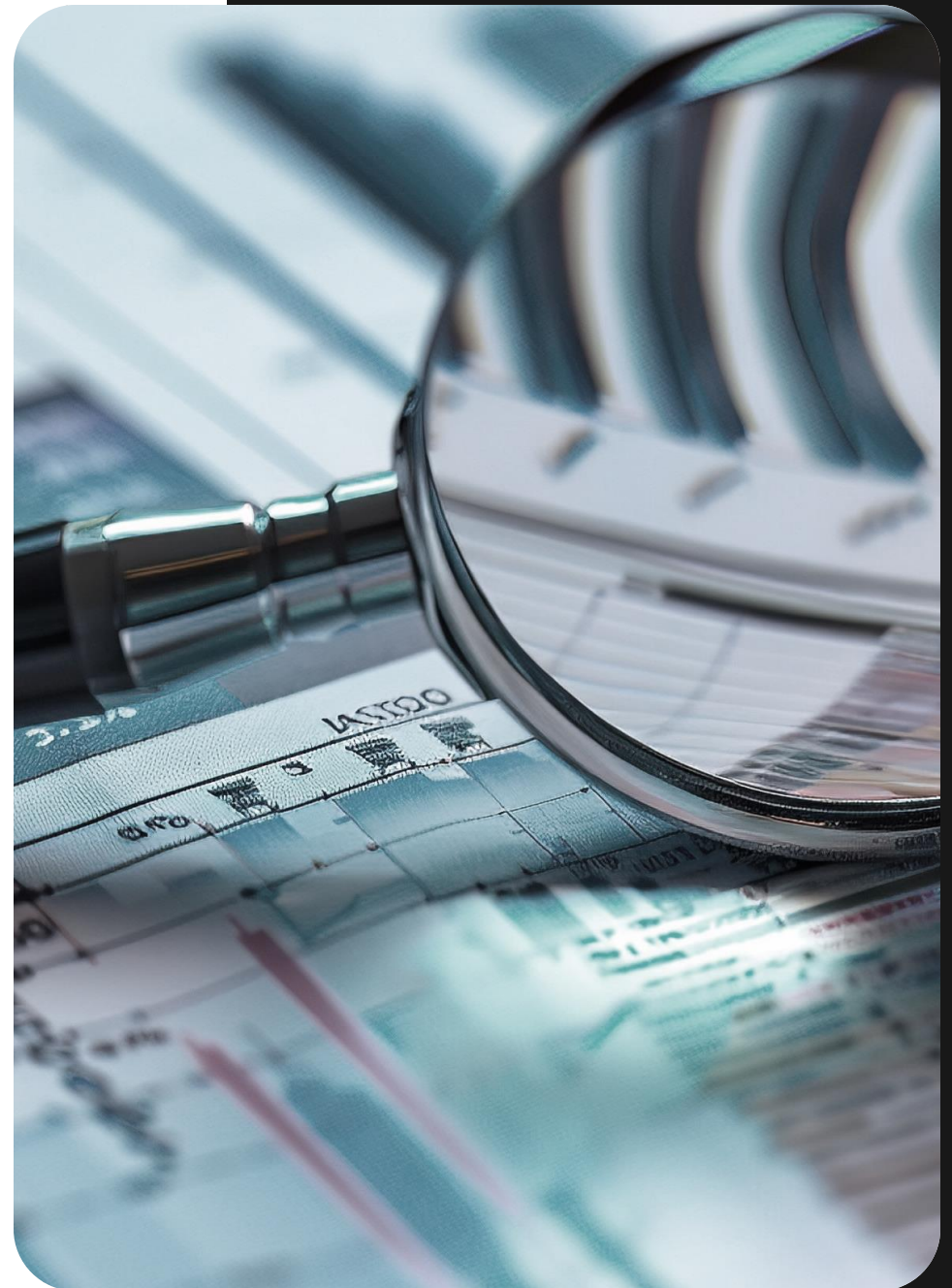
# Business Need

---

The organization required complete operational independence following its acquisition by a private equity firm while maintaining uninterrupted service delivery and regulatory compliance. The client partnered with Synoptek to address several strategic challenges:

The client partnered with Synoptek to address several critical challenges:

- The company's entire IT infrastructure, applications, databases, and hosting environments were embedded within the former parent company's environment, creating significant operational dependencies.
- Leadership required a complete infrastructure carve-out to eliminate Transitional Service Agreement (TSA) reliance and accelerate operational independence.
- Mission-critical insurance administration systems needed to be migrated without disrupting claims processing, policyholder services, carrier reporting, or compliance workflows.
- The organization sought to modernize its technology foundation while improving scalability, security, auditability, and operational efficiency.
- The private equity sponsor required a technology strategy that would accelerate value creation, reduce costs, minimize integration risk, and strengthen future exit readiness.



# Solution and Approach

---

Synoptek partnered with the client to execute a comprehensive IT carve-out and cloud transformation program, enabling rapid operational independence and long-term business scalability.

- Provided end-to-end ownership from due diligence through post-migration managed services, ensuring continuity and accountability across the transformation lifecycle.
- Conducted pre-acquisition IT due diligence to assess infrastructure, applications, integrations, dependencies, risks, timelines, and migration costs, providing a clear roadmap for separation.
- Designed and executed a complete infrastructure carve-out strategy to eliminate reliance on the former parent company's systems, services, and hosting environment.



# Solution and Approach

---

- Migrated enterprise workloads from a VMware-based environment to AWS, including infrastructure, networking, data migration, security controls, and critical business applications.
- Implemented security hardening, governance controls, and compliance-focused cloud architecture to support regulated insurance administration operations.
- Established a scalable, secure, and auditable technology foundation designed to support future growth, operational resilience, and investor requirements.
- Transitioned into an ongoing managed services model, providing cloud operations, infrastructure management, security oversight, and end-user support through the hold period, ensuring a single accountable IT partner from diligence through ongoing operations.



# Business Benefits

Synoptek delivered measurable business impact by accelerating operational independence, reducing costs, and creating a modern technology foundation aligned with the client's growth and investment objectives.

## \$7M in Cost Savings

Achieved through infrastructure carve-out, elimination of legacy hosting dependencies, and migration to a more efficient AWS operating model.

## >\$50M in Enterprise Value Creation

Generated through cost optimization, operational independence, and a modernized technology environment that strengthened the organization's valuation profile.

## Improved Scalability and Security

Established a secure, cloud-based architecture designed to support business growth, compliance requirements, and future technology initiatives.

## Carve-Out Completed 7 Months Ahead of Schedule

Accelerated separation timelines reduced TSA costs, minimized operational risk, and enabled faster realization of business value.

## Complete Operational Independence

Successfully eliminated dependencies on the former parent organization, providing full control over infrastructure, applications, and IT operations.

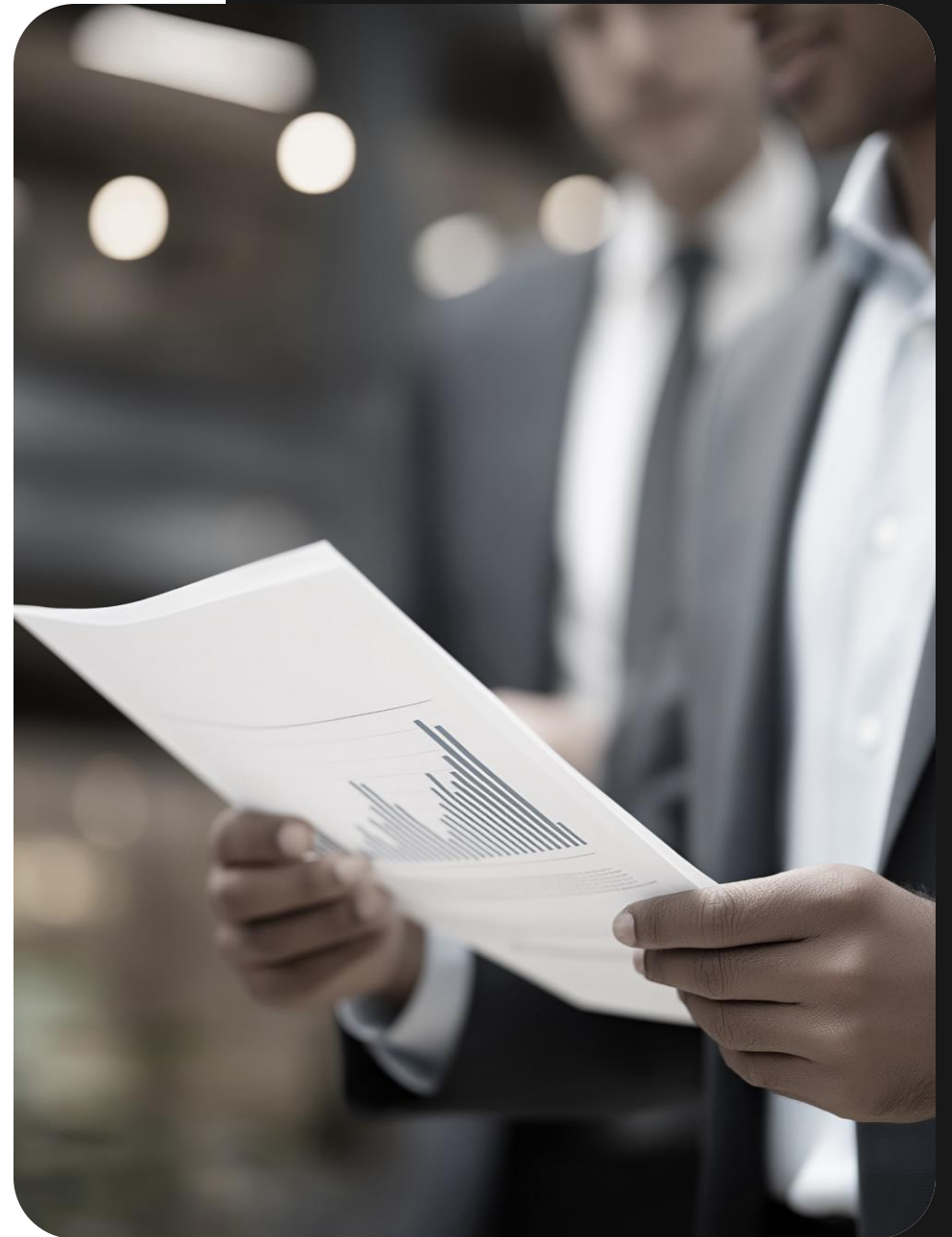
## Enhanced Exit Readiness

Delivered a clean, documented, and independently managed technology environment that supports investor confidence and future buyer due diligence.

“

*“Successful carve-outs require more than technology migration. They require a structured approach to achieving operational independence while minimizing business risk. By combining IT due diligence, cloud modernization, and ongoing managed services, organizations can accelerate value creation and strengthen exit readiness.”*

– Synoptek M&A Practice



## About Synoptek

Synoptek is the first IT Managed Experience Provider (MxP™), delivering AI-enabled automation, strategic modernization, and experience-led outcomes. Its services span Cloud and Agile Infrastructure, Business Applications and Platform Development, Customer and Employee Experience, and Cybersecurity. With a business-first approach and a global delivery model, Synoptek helps organizations optimize operations, accelerate transformation, and achieve measurable results—guided by a culture rooted in growth, ownership, inclusiveness, and philanthropy.



Pacific Arts Plaza, 611 Anton Blvd., Suite #925,  
Costa Mesa, CA 92626



303-728 3335



[salesinquiries@synoptek.com](mailto:salesinquiries@synoptek.com)



[www.synoptek.com](http://www.synoptek.com)

