Transforming Insurance Systems with Managed Services: Agility, Scalability, and Innovation

digitide

Overview

The client is a leading insurance provider with a offering a wide range of Property and Casualty Insurance products, operates from a U.S. locations. The company specialized in 11 line of business products and serves across U.S. The organization operates with complex backend systems supporting underwriting, claims management, policy servicing, and customer data processing.

Objective

The client sought a managed services partner to support their business operation by providing the necessary application, infrastructure management services and 24/7 support to ensure smooth operations across their business-critical systems.

Business Challenges

Primary challenges include:

- **System Complexity:** The system's complexity made it difficult to maintain and upgrade, creating significant barriers to innovation and limiting the ability to introduce new products.
- **Limited 24/7 Support:** The client needed round-the-clock support to address critical incidents that affected claims, policyholder services and internal operations.
- **Application Enhancement limitation:** Enhancing the product with new features presented several challenges, including maintaining compatibility with existing systems, ensuring minimal disruption to ongoing operations, and addressing evolving user expectations.

The Solution

Leveraging our expertise in product development and technical skills, we developed a comprehensive end-to-end solution that significantly enhanced the product's performance, user experience, and scalability. By integrating cutting-edge technologies and following best practices in software design, we were able to streamline workflows, reduce downtime, and improve overall efficiency, ultimately delivering a more robust and future-proof product.

Value Delivered

Through proven our platform(product) and managed service, expert application development and comprehensive maintenance support, we delivered a robust, scalable solution that addressed the client's evolving needs.

Our ongoing maintenance ensured system stability, minimized disruptions, and provided continuous improvements.

55% Increase in policy written, premiums, claims processed	**3X** Reduction in efforts and timelines with the COTS approach using automation	Reduced – delivery time, dependency, TCO

Business Benefits

High availability system	Integration with business partners	Scalability and Flexibility	Cost Efficiency