

CASE STUDY

GLOBAL INSURANCE COMPANY

Harmonised Core System





WHY HARMONIZED CORE SYSTEM IS A MUST

NO ONE WANTS TO ATTEND A PERFORMANCE WHERE THE ORCHESTRA IS OUT OF TUNE

Similarly, the same principle applies to IT systems, as both require the seamless integration of every individual component to achieve a cohesive and successful outcome.



INVENTORY MANAGEMENT SYSTEM DEVELOPED FOR A GLOBAL PLAYER

Our team is responsible for the successor of the legacy system and implementation the overall business process for a warranty system. The System is built from scratch using modern web technology frameworks to achieve a scalable, integratable business application with a high degree of automatization.

The system is responsible for policy handling, claim handling, policy billing/booking, and various interfaces like data deliveries and accounting software. It also includes frontend portals for customers and clients and claim handling portals for B2B and B2C customers.

Business owners can customize their own products without IT support. The project comprises rollouts of the core system to different BUs and development of new applications.

CHALLENGE

UNLOCKING GROWTH POTENTIAL WITH HARMONIZED CORE SYSTEMS

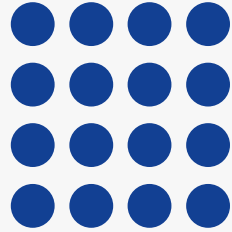
- Need for harmonized core system to improve efficiency and productivity
- Reducing IT costs and complexity
- Enhancing cybersecurity and data protection
- Improving customer satisfaction and UX
- Increased scalability and flexibility to adapt to changing market needs

HARMONIZING THE IT LANDSCAPE SOLUTION



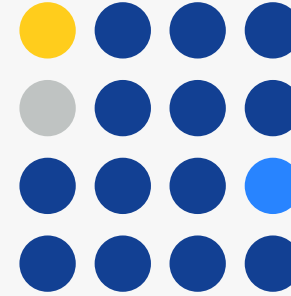
GAP ANALYSIS

- Defining the status and challenges of existing monolithic system
- Evaluation of current vs. desired state
- Assessment of business processes and defining areas for improvement
- On-premise to cloud migration roadmap



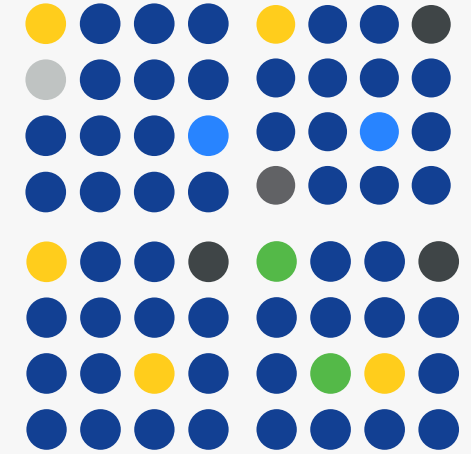
DEVELOPMENT

- Development of user- friendly interface and navigation system
- Implementation of scalable microservice architecture
- Modern UI with cross- browser and cross-device optimization
- Integration with relevant systems and databases
- Configuration and migration to Azure Cloud



TESTING

- Testing the portal for functionality and usability
- Personalization and adjustments
- Knowledge transfer and support for users



ROLL-OUT AND MAINTENANCE

- User training
- Ensure compatibility with the OWASP top 10 security principles
- Regular updates and maintenance of the portal to meet evolving needs

OVERVIEW OF DEVELOPMENT AND KEY TECHNICAL FEATURES



>300

Over 300 interfaces of the core system

8fte

The project thrives with a dynamic team of 8 full-time employees, driving it forward with their collective expertise and dedication



Ability to connect to third-party systems such as collection/disbursement systems

>3mil

The services hold a significant value surpassing the impressive threshold of €3 million



All portals in play boast multilingual capabilities or are actively being adjusted to embrace multiple languages



Technologies used in the project are widespread and have high relevance in modern software development



IMPACT

BENEFITS OF HARMONIZED CORE SYSTEM

- Implemented micro service architecture
- On-premise to cloud migration
- Modernized all technologies and improved security and data protection
- Improved decision-making capabilities through better data analysis and reporting
- Improved customer satisfaction and user experience
- Increased scalability and flexibility to adapt to changing business needs
- Reduced downtime and improved system reliability

