xceedance

TECHNOLOGY AND DIGITAL

Leading E&S Insurer Accelerates PAS Implementation to Streamline Application Support

A leading insurance provider was looking fix time and cost overruns caused by the deployment of a multi-vendor ecosystem

The Client

An insurance company specializing in the excess and surplus lines (E&S) with business interests across the globe.

The Challenge

The client was facing governance challenges around a process automation system (PAS) as the incumbent multi-vendor experience was resulting in several issues around quality. The implementation process required additional production support to fix issues related to inconsistent data, causing higher error rates in downstream applications. In addition, the multiple vendor ecosystem was causing delays in response times required by the business, with scheduled releases often resulting in time overruns.

The client was seeking a web-based scalable solution that supported agile and hybrid delivery models across multiple geographies. The PAS implementation and support system had resulted in heavy cost overruns, resulting in the client seeking a partner with deep domain expertise as well as the technology skills to set up robust product support with a much faster time to market.

Our Solution

The Xceedance project team, with more than 600 years of combined expertise in implementing the Duck Creek Platform, worked with the Commercial-Off-The-Shelf (COTS) Process Automation System, Claims Implementation, Customization and Configuration, and the Enterprise Integration option for the customer. The solution not only supported core platform implementation and upgrades across multiple geographies, but was also adaptive and worked on agile/hybrid delivery models.

The team set up a Center of Excellence by creating a group with the right blend of skills and experience while also aligning the processes with their business objectives. A robust production support mechanism was also put in place to support the customer's need for faster time to market. In addition, Xceedance also developed Shred, EDW, and BI reporting solutions that helped stakeholders get quality data served up in dashboards that resulted in better analytical insights. Besides enabling seamless project delivery using the platform's proven governance structures, the team also brought in several acceleration tools for customizing the implementation project with a view to garnering greater efficiencies.

Proven Results

- A **30% improvement** in the levels of efficiencies gained through automation and complete removal of manual intervention

- A **25% reduction** in the operating costs achieved within the very first year after this implementation project

- The team not only rolled out the solution, but is also currently maintaining and managing 250+ products and more than 10,000 forms for the customer

- The customer reported significant improvement in customer relations as a result of data integrity achieved through automation

- Brought in an error-free ecosystem by fixing issues related to data incongruence and resultant reporting challenges

- Ensured better regional coverage and also considerably improved turnaround times for addressing bugs or adding product enhancements

- Enabled high-quality dashboards that function as the "single version of the truth" across multiple stakeholders in the business

- Created a robust system of data capture and reporting that brought about higher quality data modeling capabilities as well as analytics-driven insights

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