



APPLICATION
TRANSFORMATION
MANAGEMENT

Case Study

ATM



API-Led Digital Modernization for a Leading US-based Insurance Company

Hexaware partnered with a leading insurance company to seamlessly incorporate modernization without disrupting the existing legacy systems.

About the Client:

Headquartered in the US, the client is a leading insurance company providing term life and security investment products. They have approximately 50k exclusive agents, having an unmatched incentive based multi-level sales model.

The Problem:

The client wanted to enhance the ability to launch, deliver and service new offerings based on responsive agile information system. They wanted to partner with a service provider who could seamlessly incorporate modernization while not disrupting the existing legacy mainframe based monolithic Life 70 system.

The solution should serve as a catalyst for:

- Modernizing enterprise-wide APIs for replaced applications
- Enabling new online direct channels
- Scaling with the growing business demands and expansion, and exceed the expected performance standards

Solution:

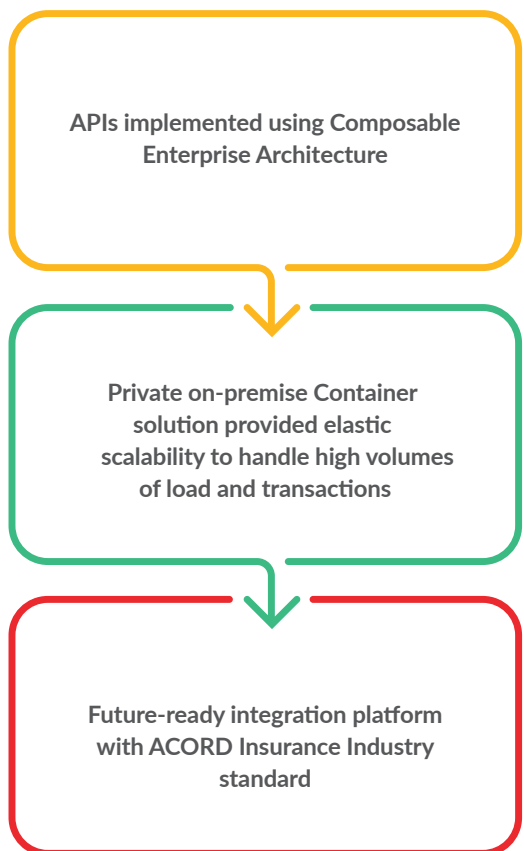
As part of enterprise digital modernization, we worked towards establishing an organization-wide API and Microservices platform. We developed APIs for seamless integration and also ensured compatibility with Insurance Standard: ACORD. The secure and highly available API platform could scale on demand. With API-led connectivity, we could achieve real-time application integration and onboard new systems and leverage reusability of components.

We leveraged MuleSoft's unified middleware platform to decouple the back-end application modules establishing APIs for app to app communication, external connectivity and Insurance Standard Messaging Models, which are also extendable as connectivity solutions to digital platforms. MuleSoft API served as communication link between Life70 and its associated module applications.

As part of the solution, we implemented MuleSoft Strategic Wrapper topped with a Decorator Architecture Pattern to address current and future requirements in a decoupled ecosystem.



Highlights of the Solution:



Outcomes:

With our solution, the client could achieve:

- Quick and seamless onboarding of new applications and agency channel mobile apps
- Improved applications integration
- Optimization of existing resources and artefacts in a strategic framework approach
- Plug and Play architecture which removes system inter-dependability with the elimination of P2P.
- Improved application performance

About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight by 'Powering Man Machine Collaboration.' We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything, Cloudify Everything, Transform Customer Experiences.'

We serve customers in Banking, Financial Services, Capital Markets, Healthcare, Insurance, Manufacturing, Retail, Education, Telecom, Professional Services (Tax, Audit, Accounting and Legal), Travel, Transportation and Logistics. We deliver highly evolved services in Rapid Application prototyping, development and deployment; Build, Migrate and Run cloud solutions; Automation-based Application support; Enterprise Solutions for digitizing the back-office; Customer Experience Transformation; Business Intelligence & Analytics; Digital Assurance (Testing); Infrastructure Management Services; and Business Process Services.

Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

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Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.