# Case Study
## Healthcare

# Data Migration, Efficiency and Cost Optimization for a Leading Belgian Non-Life Insurer

## The Challenge

Post-merger of its acquired companies, the client was striving to migrate three different policy administration systems to the new target system. The challenge was to convert and migrate fire and civil policies residing on multiple platforms, while providing complete transparency to policy holders, non-disruption to brokers and ensuring business continuity.

## The Solution

Hexaware worked closely with the client to thoroughly understand business processes of the source as well as target system to implement a right fit solution. Based on this knowledge, we helped the client migrate over 175K fire and liability policies to the new target system using our proprietary automated data migration solution iConvert+.

The team unbundled package policies and created individual policies to ensure compatibility with the new system. We deployed a communication system for policyholders and brokers to provide complete visibility into the migration of their portfolios. We implemented a centralized customer database and synchronized it with other systems to eliminate creation of duplicate customer profiles in the target system. The team also set up a payment synchronization process to help generate new invoices based on receipt history.

In addition, we optimized testing efforts by using existing web services for pre-validation before system integration testing (SIT) and user acceptance testing (UAT). A flexible integrated testing approach enabled delivery excellence for every iteration, while migration within the client's network ensured complete data privacy and information security.

## Client Testimonial

"We were very convinced that Hexaware could do the Job. The assets that they brought in, the know-how that they brought in was of a very good level. We found the team that they brought together which was also quite impressive. From a European point of view, the pricing was also an important role for us but if quality was not met, we never would have chosen Hexaware which was met, but we're happy now that we did it."

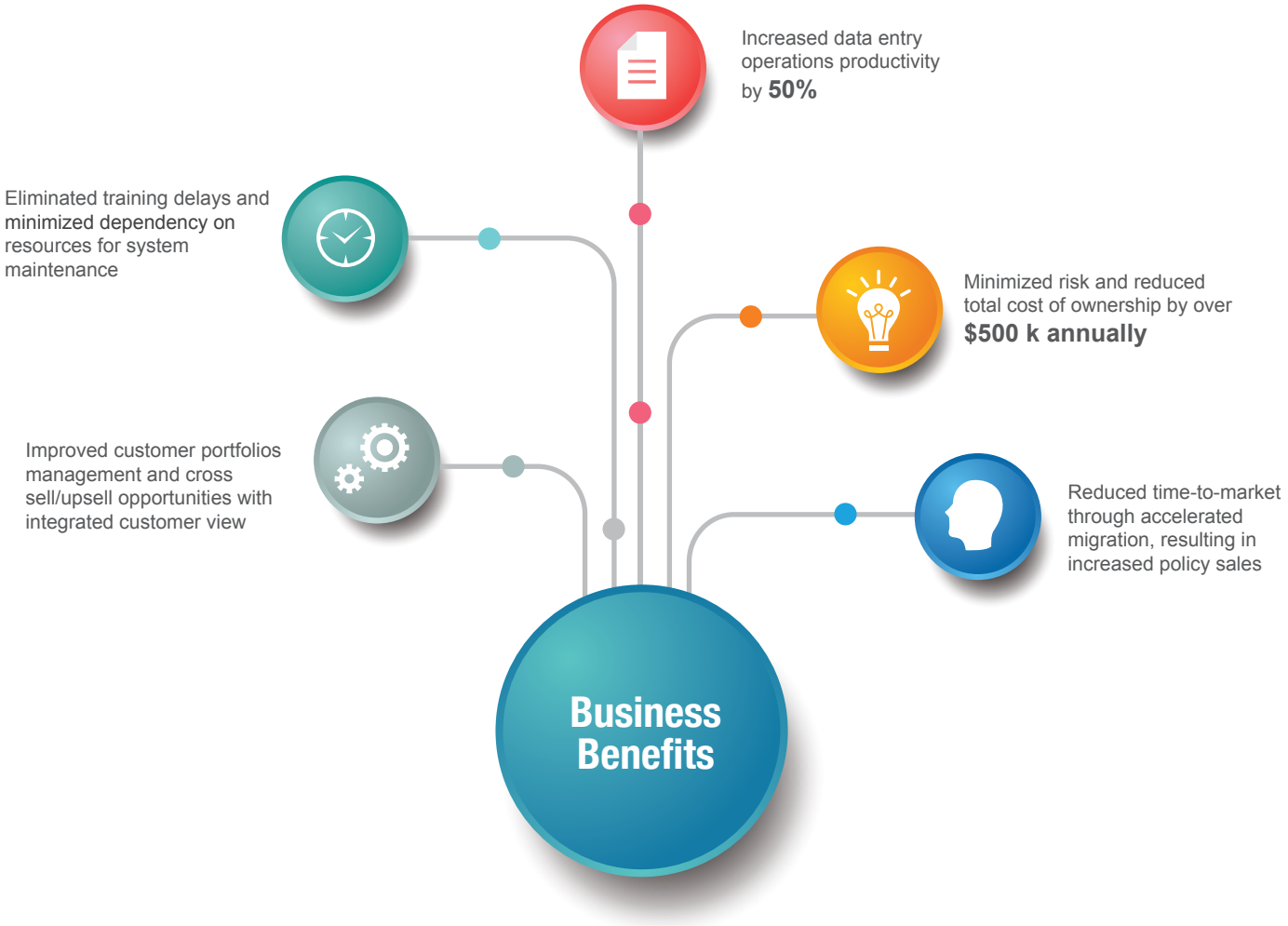
**Director ICT**

"This engagement you see that iConvert tool which was brought into place and which was a serious help to all the Conversion that we had which speeds up a number of things which is an important aspect."

**Director ICT**

## Business Benefits

Hexware helped the client seamlessly migrate its end-to-end business data and successfully meet business requirements and objectives. We also enabled the following benefits:




## 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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