



Modernized Data Reporting Dashboard for a Leading UK-based Insurance Provider

Hexaware partnered with a leading UK-based Insurance provider to build an under-writing (UW) Customer 360 Exploratory Dashboard to generate insights based on multiple measures and dimensions

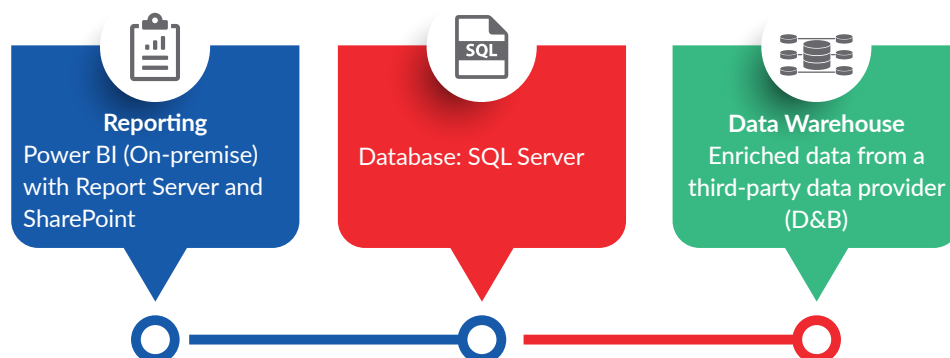
The Client

The client is a leading UK-based specialty Insurance provider. With an expert team of highly skilled and experienced underwriters and a balanced, geographically diverse, portfolio of business, the client has earned a reputation as an insurance and reinsurance specialist.

Key Business Challenges

The client's earlier reports & dashboards were built with SSRS and Datazen. It provided relatively less usage due to limited interactivity. UWs kept some of the key information related to customers like the discussion notes, pricing information, risk lines, etc. in spreadsheets and notes. In an insurance process, policy data captures basic details about the policy like demography details and policy details. The underwriting data, which is the risk profiling data, was missing as it was not being captured. As a result, the client did not get a complete and consolidated view. The lack of information at customer level hampered the discussions of UWs with customers, as they did not have visibility into the complete exposure they had and business volumes across different product lines. The data was mostly delivered only at the policy-level. The dashboard also, did not provide a complete view of customer base and Key Performance Indicators (KPI) views in terms of product lines, EPI (Premium income), Loss Ratio and Incurred Claims to the lead UWs. This vital information was often not available with Underwriters during their discussions with Brokers or CROs (Chief Risk Officers) of their customers/prospects. The consumers and users of the data were marketing managers and operations managers.

Technology Stack



The Solution

Hexaware assessed where the current reports and dashboard metrics are required and also identified key business questions that UWs would want to have the answers ready for, during discussions with customers. Hexaware also assessed user experience requirements, KPIs, metrics through which queries could be answered. The key data visualizations to answer the identified queries were agreed upon mutually. We augmented the data from data warehouse, matched customer data from Dun and Bradstreet and integrated it into the Datamart views for UW KPIs.

Our user experience consultants produced wireframes, visual designs, custom icons and images for the dashboard. We finalized visual features like color schemes, fonts, background, etc. with the Marketing team. After required cross-verification, we delivered the dashboard to the end users via report server and thorough SharePoint (via iframes).

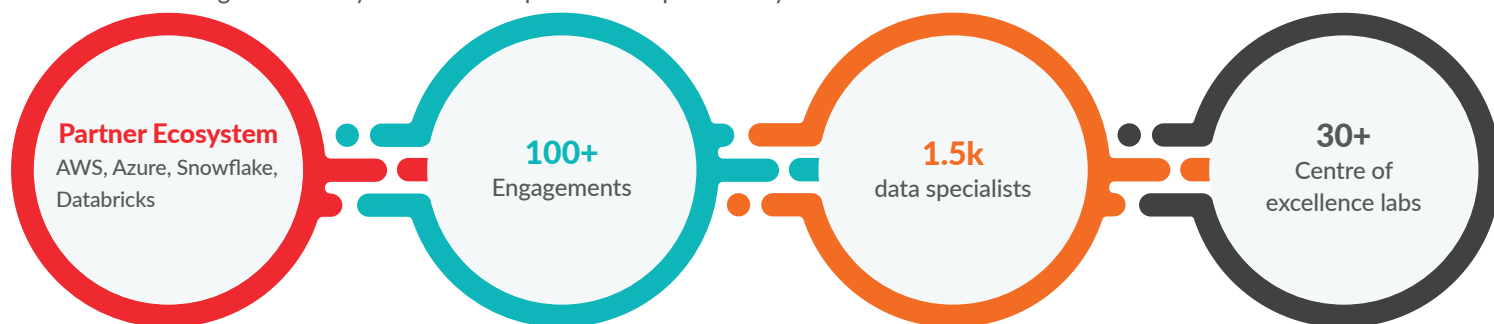
The Result

- The comprehensive exploration dashboard generated insights based on multiple measures and dimensions
- Enabled complete view of the customer database to explore with enriched data to enable cross-sell opportunities
- Provided enriched information about client at local/ domestic/ global levels from a single screen
- Ability to negotiate better with Brokers and CROs for better pricing and share during renewals

Our Business Intelligence & Analytics Services-line:

Hexaware's Business Intelligence & Analytics Services bring in agility to your data landscape that caters to all critical business exigencies. Our services portfolio includes Modern Data Architecture Consulting & Services, Enterprise Data Management, Advanced Analytics, IoT (Internet of Things), Data Visualization and Managed Analytics Services.

Our Business Intelligence & Analytics Services capabilities are powered by:



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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Safe Harbor Statement

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.