

A woman with long brown hair, wearing round glasses and a yellow turtleneck sweater, is sitting at a desk. She is holding a red pen near her face and looking at a laptop screen. The background is dark with some blurred lights, suggesting an office or home workspace at night.

HEXAWARE

Insurance Digitalization: European Insurer Cracks the Code to Future-Proof Business Growth & Scale Experiences

Modernizing core applications, streamlining operations, and driving measurable outcomes—without disruption.

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

A Leading Insurer on the Brink of Change

The client is a well-established banking and insurance company based in Belgium, serving over 3 million customers. With a strong foothold in both life and non-life insurance, they were ready to leap into the future, but legacy system maintenance and operational inefficiencies were holding them back.



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A Digital Journey Stuck in First Gear

Systems were stretched thin, and progress had stalled.

At a crucial turning point in their digital transformation in insurance journey, the insurer was battling outdated systems, constant downtime, and lack of agility. The real pain points? Disconnected processes, undefined SLAs, and too many manual interventions across claims, billing, data, and policy management systems. Experts were bogged down by maintenance tasks instead of leading change.

Without a clear way forward, transformation seemed daunting—and expensive. They needed a partner who could steady the ship, simplify complexity, and give them the clarity and confidence to move ahead.



Solution

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Tackling the Elephant in the Room

Hexaware stepped in—not just as a vendor, but as a transformation partner.

From the start, our focus was clear: improve stability, simplify operations, and free up talent to fuel transformation.

We zeroed in on the insurer’s core application landscape—claims, policy, billing, and master data systems. These were the beating heart of the business, but they were running without standards or priority, leading to bottlenecks and frustrated users.

Here’s how we turned things around:

- **Strategic Roadmap for Legacy Transformation**
We created a 5-year modernization blueprint that balanced long-term goals with immediate impact. We identified gaps, set stringent KPIs and SLAs, and reimagined processes for scale and agility, bringing the client’s digital vision within reach.
- **Detailed IT Landscape Assessment**
Our due diligence covered everything—from master databases to agent systems—ensuring no loose ends. This helped build trust and gave the client the confidence to move ahead with transformation.

- **Smarter Incident Management**
We introduced ITSM tools and applied Kanban workflows for better tracking and resolution. Our code quality verifier tool improved transparency and compliance. The result? Issues were routed faster and resolved more efficiently.
- **Automated Batch Monitoring**
The insurer recalculated claim reserves daily—a task that was manual and repetitive. We automated it. This freed up teams, reduced human error, and drove consistent ROI. We extended automation to business request handling too.

The systems were complex. But with the right approach, we helped the client face the “elephant in the room” and take control—without disruption.



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Tangible, Quantifiable Results Across the Board

From lagging processes to high performance, the insurer now had the agility and insight to scale smartly and serve better. Benefits include:

- 13% project cost recovered through total cost of ownership (TCO) savings
- 50% drop in incident volume and improved SLA adherence
- €650,000 saved over five years across 10 core apps
- 8% TCO reduction across core platforms
- 50% reduction in system maintenance cost
- 2x improvement in user satisfaction
- Near-zero downtime enabled seamless operations
- Automated batch processes resulted in direct FTE and cost savings



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Future-Proofing with Confidence

A leading Belgian insurer partnered with Hexaware to break free from legacy limitations, streamline operations, and set the stage for digital growth. By simplifying complexity, driving customer experience optimization, and embracing automation, they unlocked agility, reduced costs, and delivered superior customer and employee experiences, transforming the business from the inside out.



About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate. With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at
<https://www.hexaware.com>.

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