

Updating a legacy system with automation that fit the client's existing infrastructure



Digital Case Study Awards 2022

Insurance

United Kingdom



Opportunity

Liverpool Victoria Financial Services is a company offering financial advice, insurance, retirement and other such services in the U.K. They were looking to transform multiple legacy systems, which were incurring high operating costs and slowing down business. This, in turn, was impacting both operations and the user experience.

The client decided on an automation approach, but two separate attempts to integrate bots had failed to produce the right results.

Their longtime provider, Hexaware, approached them with a proposal for a solution that would work with their infrastructure.

Imagining IT Differently

Hexaware collaborated closely with the client to develop a roadmap for automating their systems, creating a solution using their Tensai AutomatON platform.

They leveraged their design studio to create bespoke bots which could work within their legacy infrastructure. This solution successfully integrated complex automation across multiple technologies, including mainframe, VB6, Java, and .net applications.

In all, these bots performed around 22 FTEs worth of work for the client.

Future Made Possible

Liverpool Victoria Financial Services and Hexaware's solution delivered benefits in efficiency and cost savings that the client's previous attempts at automation could not. In some cases, the automation was able to speed processes up from 20 days to just six. The client now intends to scale the solution across other areas in the company.

According to ISG, this case study is an example of how a provider's prebuilt solution can deliver results in areas where other efforts have stalled or fallen short.

