

Case Study

Agency distribution management system for speedier response

How an insurance company in North America improved its business with a new distribution system



Business Situation

The customer, a large insurance company in North America, needed a new distribution management system to eliminate data redundancy and to facilitate quicker response for its new sales initiatives. Some of the problems faced by the customer were:

- Disparate data sources and complex business workflows
- Dearth of business analysts who could understand the business needs
- Outdated technologies and multiple applications

Mahindra Satyam Solution

Mahindra Satyam developed a new workflow-based technical architecture that addressed producer licensing, registration, contract management and policy servicing business processes. The system, highly scalable with minimum downtime, was designed to be used by administrators across different geographical locations.

The role involved:

- Developing of a three-tier architecture-based system with 200 user interfaces and around 300 reusable services
- Migrating two million records of data from Microsoft and IBM Databases
- Synchronizing real-time data between legacy IMS and DB2 Systems across multiple geographic locations

Benefits

- Speedier response for new business acquisitions, customer service initiatives and marketing
- Reduced cycle time for new enhancements
- Eliminated redundant copies of producer information
- Cost savings by eliminating the need to maintain defunct systems