



Mindtree

Welcome to possible

Leading Property and Casualty Insurer Reduces Operational Costs with Efficient Legacy Application Maintenance

SUCCESS STORY

Client

Our client is a leading US-based P&C insurer who specializes in agricultural lines of business

Industry

Insurance

Offering

Application development and maintenance

The Challenge

The P&C insurer ran its agricultural lines of business with legacy IT systems. These systems handled business processes for rating, policy administration, claims, billing and reporting. The outdated platforms were becoming more challenging and expensive to support and maintain. The firm wanted to reduce maintenance costs for the IT systems supporting ongoing operations while ensuring those systems were well-maintained. The firm also wanted to free IT resources to focus on strategic business initiatives, including modernizing IT systems and effectively integrating newly acquired books of business.

To lower costs while providing scalability and responsiveness, the Mindtree team operated global support on a 24x6 schedule

Our Solution

Major and minor enhancement projects. The insurer used Mindtree to accomplish its goals. A 10-member global service delivery team from Mindtree, including an onsite project manager and team lead, used in-depth business knowledge and technology skills to quickly and independently take over support activities. The team planned a brief period of knowledge transfer and transition. It defined and gained consensus for a comprehensive support and delivery process from business and technology stakeholders.

To lower costs while providing scalability and responsiveness, the Mindtree team operated global support on a 24x6 schedule. Mindtree planned to maximize financial and operational benefits for the insurer over a period of three years.

Mindtree activities included:

- Maintenance and upgrades
- Root cause analysis, troubleshooting and bug fixing
- Performance tuning and improvement

Business Impact

Mindtree helped the insurer:

- Lower operational costs.
- Increase efficiency with a well-defined process.
- Free critical resources to focus on strategic initiatives

About Mindtree

Mindtree [NSE: MINDTREE] delivers digital transformation and technology services from ideation to execution, enabling Global 2000 clients to outperform the competition. "Born digital," Mindtree takes an agile, collaborative approach to creating customized solutions across the digital value chain. At the same time, our deep expertise in infrastructure and applications management helps optimize your IT into a strategic asset. Whether you need to differentiate your company, reinvent business functions or accelerate revenue growth, we can get you there. Visit www.mindtree.com to learn more.