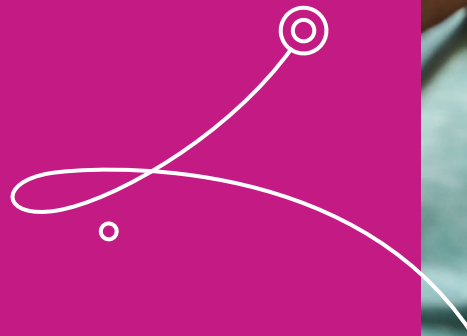# Mindtree
A Larsen & Toubro Group Company

Developed a hybrid solution using advanced technology frameworks for a supplemental insurance provider—resulting in a 70% reduction in maintenance and support costs per year

Client overview

The client is one of the largest providers of supplemental insurance in the United States. With an objective to help pay out-of-pocket expenses that most medical insurance companies do not cover, the client offers voluntary supplemental insurance in the vision, dental, and hospital categories.

Challenges

The client used a legacy policyholder mobile application built on screen scraping technology, which neared the end of support. The application had no backup features in case of a non-recoverable event. This resulted in:

- Significant maintenance costs each year
- Scalability issues
- Reduction in customer satisfaction scores and experience

The aim was to create an enhanced mobile application to enable policyholders to file claims at their convenience, receive notifications, and upload the correct documents at ease to process claims faster. The client was looking for the right technology partner who can help them achieve this objective.

Solution

- Mindtree developed a 'Hybrid Solution' using advanced technology frameworks to meet the client's business and functional requirements.
- The solution enabled customers to set up direct deposits through the application to receive payments without multiple tedious steps. Some of the salient technical features of the application include:
  - Simplified and enhanced user interface
  - Support for custom business rules and validations
  - WCAG 2.1 compliance
  - Analytics support and integration capabilities
  - Multi-language support

Business outcomes

- Customer delight with a high user experience—**1Million+ app downloads** with an active user base.
- Simplified and streamlined the claims process.
- **45 - 55% performance improvement** resulting in faster response and ease of use.
- **70% reduction in** maintenance and support cost per year.