



Mindtree

A Larsen & Toubro Group Company



Lifecycle automation and process optimization led to an increase in throughput of data fixes by **150%**, maintaining customer satisfaction and regulatory compliance for one of the **largest US-based auto insurer**



Client overview

The client is one of the largest American auto insurance companies with more than 17 million policies and insuring more than 28 million vehicles across 50 States in US.



Challenges

As part of the IT transformation initiative, the client modernized their legacy Policy and Billing system on Duck Creek, which has been rolled for with multiple lines of business across all states.

There were situations where policies in production required data fixes to complete processing. Largely, these data fixes were due to Converted Policies in production, and few were due to defects in the application, environmental, integration, or performance issues (e.g., incomplete service calls, partner system unavailability, request timeouts, etc.)

Codebase became complex with new functionality and led to a significant increase in billing data issues. There was an average of ~1000+ tickets affecting 1500+ policies at any point in time. There were substantial delays in ticket closure due to multiple external dependencies and adherence to standard processes.

Accelerated fixing of the data issues is the key to prevent escalation of business non-compliance, insured retention, and avoiding regulatory penalties from the Department of Insurance.



Mindtree solution

The client chose Mindtree as the implementation partner due to our extensive experience with legacy modernization and core transformation using Duck Creek Platform. Mindtree has experience executing similar large-scale projects and was better poised to help the customer overcome the challenges.

Mindtree leveraged a team of experienced Duck Creek leads and automation experts to jump-start the engagement. The key benefits of the solution offered by Mindtree are:

- Developed several productivity improvement accelerators and process improvements to reduce the data fix turnaround time.
- Optimized existing processes around scheduling, premium reporting re-run process, and deployment strategy.
- Implemented the following automated solution to improve turnaround time:
 - "Pull Request" utility to automate the deployment process.
 - "Re-kick of transactions and Premium reporting" as part of the data fix execution.



Benefits

Mindtree helped the client to achieve following benefits through its solution leadership:

Rapid fix of data issues impacting 5000+ policies and helped the development team with RCA and permanent fix suggestions.

Improved throughput of the billing fixes by 150% through our solution accelerator.

~50% improvement in turnaround time for customer complaint data fixes achieved through process optimization and automation, leading to business delight.

~50% improvement in TAT for tickets related to Premium Reporting of policies impacted due to scheduling issues.

30% reduction in asset distribution time.

Improved compliance and time to market for all campaigns.

About Mindtree

Mindtree [NSE: MINDTREE] is a global technology consulting and services company, helping enterprises marry scale with agility to achieve competitive advantage. "Born digital," in 1999 and now a Larsen & Toubro Group Company, Mindtree applies its deep domain knowledge to 290+ enterprise client engagements to break down silos, make sense of digital complexity, and bring new initiatives to market faster. We enable IT to move at the speed of business, leveraging emerging technologies and the efficiencies of continuous delivery to spur business innovation. Operating in more than 15 countries across the world, we're consistently regarded as one of the best places to work, embodied every day by our winning culture made up of over 21,000 entrepreneurial, collaborative and dedicated "Mindtree Minds".