



Mindtree

A Larsen & Toubro Group Company

Driving policyholder and
producer digital adoption
through experience
transformation for a
**leading U.S. life,
annuity, and
retirement
carrier**



Welcome to possible

■ CHALLENGE

A leading U.S. life, annuity, and retirement carrier embarked on a digital transformation journey, initiating initiatives across business operations to enhance customer and intermediary experience for 25 business applications related to the new business and policy servicing areas.

This multi-year program was initiated to upgrade the platform to build secure customer's and intermediaries websites. It should also support all the applications that cater to the stakeholders across life, annuity, and retirement LOBs. However, there were some challenges, such as:

- Lack of customer-focused user experience leading to increased call volume.
- The applications were not mobile responsive and had a high lifecycle time releasing new features to the business applications.
- Application slowness and instability, legacy interface dependencies, and lack of faster content updates.
- Lack of comprehensive analytics.

■ SOLUTION

- Mindtree meticulously studied the applications and processes and transformed the entire technology stack of the applications, which supported core business functions like sales, new business, commissions, reports, policy, and user management.
- Adapted an agile framework in implementing responsive ADA compliant UI compatible with the mobile, tablet, and website view and migrated to light weight JBoss from heavy WebSphere. Facilitated the migration of application-specific business rules from the UI to the service layer and converted them from SOAP-based API to REST API . Upgraded to Angular 7 and removed all legacy UI code.
- Implemented a new analytics framework with improved tracking of activity and usage.
- Implemented Acceptance Test Driven Development and integration with Git based CI/CD pipeline, reducing deployment time by 70%.
- Adapted Pod in a Box delivery module.
- Implemented CI/CD framework based on GitLab, integration with Docker, Artifactory, Jasmine, Sonar, XL Deploy/Release, Selenium, and Fortify.

■ BENEFITS



Ease of use and adoption rates improved by around 40% in three months.



Improved user experience across different user types such as Advisor, Broker, Dealer, Employer, TPA, Retirement Participant, Life and Annuity Consumer, and Strategic partners.



Adoption of self-service improved by 50% for policy servicing tasks through the website.



Comprehensive web analytics framework for activity and usage tracking.



40%-60% performance improvement of the applications and 60% reduction in cycle time for deployment.

■ 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 275+ 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 22,000 entrepreneurial, collaborative and dedicated "Mindtree Minds."