Cloud-native application to **digitize underwriting for a leading North American life insurer**

Welcome to possible

The client is an industry leader in the life, annuity, and retirement business and has a significant group portfolio.

▍CHALLENGE

- The client's traditional process of customers submitting underwriting data (personal, family, and financial information) over the phone was laborious, unsecure, and time-consuming.

- The client wanted a streamlined and personalized approach for customers to submit the underwriting information.

- The current system took long hours to complete the interview process.

- The telephonic process was manual and lacked UW system integration.

- The client's customers were often hesitant and found it inconvenient to disclose their personal medical details over the phone.

- The current system also suffered from high operational costs.

▍SOLUTION

- Mindtree developed a solution for the client's customers to submit personal information online to enable accelerated underwriting through a cloud-based application that is much more convenient, private, and secure for the insured person.

- We created a simplified underwriting process with customer-centric and mobile-friendly features.

- Empowered the client's customers with 24/7 online chat and support options.

- Created underwriting rules framework to drive risk information collection and identification of medical applicants.

- Mindtree's solution offered flexibility for the client's customers to schedule medical examination timeslots as per their preferences.

- Enhanced the system with features in place to monitor the progress of customer's application throughout the submission journey.

- Mindtree team delivered the solution by using the Pod In a Box distributed agile methodology.

- Continuous integration and delivery pipelines were created and implemented with various code scanning tools and test suites to ensure the high quality of the delivered product.

- Our partnership with AWS helped us train the team and get the right talent for this initiative.

BENEFITS

- Reduced cycle time to complete application to policy issuance from weeks to hours

- Increase in customer adoption by 50% due to ease of use

- Reduced operational costs as applicants were empowered to complete the interview process faster and in private

- Superior online experience from application to issuance

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."