




Mindtree

A Larsen & Toubro Group Company



Mindtree's automation


first approach helps an American insurer save 20% cost
and increase customer
satisfaction





The US-based client is a division of the largest managing general underwriter in the world and provides back-office insurance program development, deployment and ongoing policy administration support to its clients consisting of insurance carriers. Through 2 divisions, the client creates, underwrites and administers unique commercial lines and specialty lines policies that carriers don't have the capacity to manage themselves. Because of the need for flexibility, seamless integration and ease of configuration, they have standardized their policy, portal, billing and claims operations on the cloud-based systems from Duck Creek Technologies. Speed-to-market and ease of support are two of the keys to their success in the complex business model of managing multiple programs across multiple companies on a single platform.



Business Issue

- Because the client supports multiple programs and products for multiple carriers, the technology landscape is very complex.
 - There are multiple teams working with various clients yet there is overlap in similar activities across teams.
 - The client was also facing the challenge of inconsistent development practices across teams that added challenges to the on-going administration of the programs.
 - With increased demand for its services, the client was seeing an increase in backlog of support tickets causing a decline in customer satisfaction.
 - The client was looking for a partner to help streamline and improve the operations allowing their team more bandwidth to focus on product creation and reduce the ongoing support costs.
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Solution

- Mindtree deployed an ownership-driven, automation first approach to managing the client's complex technology environment.
 - We implemented our Duck Creek accelerators to automate processes like policy balancing resulting in much faster reconciliation and minimal human intervention.
 - We implemented our policy import accelerator—enabling the easy copy and move of policies (including the transactions) across different environments.
 - By leveraging our proprietary 'Test Automation Center', Mindtree was able to automate processes including the identification of ineligible class codes and incorrect premium entries.
 - Mindtree was able to enhance the overall system quality and reduce technical bugs by utilizing our 'Manuscript Analyzer' to ensure new programs are coded to meet pre-defined coding standards.
 - We utilized Mindtree's automation platform—CAPE to deliver a unified dashboard for reporting.
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Business Benefits

- Within the first few months, the client was able to realize an overall cost saving of over 20% in the ongoing support of their environment.
- By providing continuous service improvements and automations, the client achieved 15% year on year operational cost reduction.



- Because of the rapid resolution of outstanding trouble tickets through automation, the client was able to see a noticeable increase in customer satisfaction and retention.
- By offloading the ongoing application maintenance to Mindtree, the client has been able to focus on their core business of creating new and challenging products for their customers.

Mindtree's technical expertise and vast experience of working in the Insurance domain helped to simplify the client's complex environment that complicated their day-to-day operations. Our experts helped streamline client's operations, reduce cost, enhance underwriting speed, and TAT (Turnaround Time), which resulted in enhanced customer satisfaction and established the client as a leader in their segment.

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 260 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 24 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 32,000 entrepreneurial, collaborative and dedicated "Mindtree Minds."