



TRANSFORMING CLAIMS & POLICY ADMINISTRATION: 112% EFFICIENCY GROWTH AND 30% COST SAVINGS

ADINSURE P&C

About the client

A leading regional insurance company with €1 billion GWP and over 15 million policies, specializing in P&C lines of business. Policies are sold through partners and banks, with centralized claims handling supported by a nationwide partner network for quick resolutions.

The challenge

The client relied on outdated, manual processes using paper and Excel spreadsheets, leading to inefficiencies in claims management and policy administration. Additionally, their IT infrastructure was highly dispersed, requiring complex integrations across legacy systems, state registries, and regulatory platforms.

The company needed to:

- Streamline and automate claims and policy processes to reduce costs and optimize performance.
- Migrate and unify vast amounts of data across policies, claims, and clients.
- Modernize operations with a flexible, scalable core insurance system.

The solution

The deployment of AdInsure Solutions for Policy Administration and Claims Management transformed clients operations by streamlining processes, reducing manual tasks, and enhancing overall efficiency. Key highlights include:

- Seamless integration with sales portals, legacy systems, document management, and accounting platforms.
- Comprehensive data migration, including mapping and cleansing, to ensure flawless transitions and operational continuity.
- Implementation of low-code and no-code tools for insurance product configuration and claims workflows, empowering the client to independently manage the system.
- Close collaboration between the client and Adacta teams to clean data, configure products, and map old and new schemas.
- A scalable architecture powered by Oracle-backed AdInsure and Adacta's workflow engine, ensuring reliable performance under high system loads.

Project results

Adacta's AdInsure solution significantly **improved** client's **insurance operations** by delivering:

- Claim handler efficiency improved by an impressive 112%.
- The average cost of resolving non-motor claims was reduced to just 30% of the original cost.
- Policy administration costs were cut by approximately 30%.
- The system efficiently handles over 15 million policies and an equivalent number of client records in the AdInsure database.
- Claims and back-office departments were successfully reorganized and centralized, significantly reducing staffing requirements.
- Claims and PAS implementation were completed in 17 months, with back-office processes finalized within a year.

About Adacta

Adacta is a leading software provider for the insurance industry. Its insurance platform offers insurance industry organizations a future-proof way to streamline their operations and processes. Adacta's award-winning solutions were built with the specifics of P&C, commercial, life insurers, and insurance brokers in mind, and come with client praise and features in multiple [Gartner](#), [Celent](#), [ISG](#), and [Everest Group](#) reports. Through their years on the market, the Adacta's mission remains clear; Empower tomorrow's industry leaders to realize their potential through technology.

