

DIGITAL TRANSFORMATION IN 8 MONTHS: FROM LEGACY TO LEADING-EDGE



ADINSURE P&C

About the client

The client is a Tier-2 insurance company with €110M GWP, offering both Property & Casualty (P&C) and Life insurance products. Their distribution network spans various channels, requiring a robust and unified IT infrastructure to manage complex processes efficiently.

The challenge

The client struggled with operational inefficiencies, increased costs, and limited scalability for future growth stemming from a highly dispersed and heterogeneous IT landscape, including:

- **Fragmented IT landscape:** Multiple systems for core operations, claims, commissions, and sales portals were disconnected, creating operational silos and high maintenance costs.
- **Manual payment processes:** Cash flow allocation and distribution were largely manual, resulting in significant delays, high error rates, and poor data quality.
- **High costs** of maintaining legacy systems
- **Inefficient workflows:** Handling payments from brokers, agents, and clients required extensive manual intervention.

The solution

The client opted for Adacta's AdInsure core insurance platform, implemented as a cloud-based solution on Microsoft Azure. Using Agile Scrum methodology, Adacta delivered the project in just 8 months, integrating the client's diverse IT systems and automating critical workflows. Key features included:

- Full integration of cash flow processes using advanced full-text search engines to automate payment matching, distribution, and posting.
- Replacement of outdated systems with a unified architecture based on Microsoft .NET technology.
- Implementation of core insurance functionalities, including Policy Administration, Claims, Billing, and Collection.

The collaboration between Adacta and the client ensured rapid deployment, with project deliverables reviewed and accepted monthly, enhancing transparency and client involvement.

Project results

The transformation delivered measurable **improvements** across the board:

- **50% reduction** in time spent on back-office processes.
- Enhanced agility with **faster product changes**, such as modifying MTPL product configurations within 3 days.
- Significant **cost savings**, with a **20% reduction** in the maintenance costs of legacy systems.
- Improved efficiency in the claims management process, leading to a **10% improvement** in claim resolution times.
- Streamlined cash flow allocation processes, resulting in better data quality and operational reliability.

Impact

AdInsure empowered the client to consolidate their IT systems into a scalable, future-proof ecosystem. By automating key processes and integrating legacy systems, the company improved efficiency and cost-effectiveness. This transformation not only reduced operational complexity but also positioned the client for future growth and innovation.

About Adacta

Adacta is a leading software provider for the insurance industry. Its insurance platform – AdInsure – provides insurance organizations a future-proof way to streamline their operations and processes. The mission is simple: Empower tomorrow's industry leaders to realize their potential through technology. AdInsure has earned recognition from leading research firms, featuring in reports by Gartner, Celent, ISG, and Everest Group, and is praised by clients for enabling faster time to market, improved user experience, and enhanced operational efficiency.