



CLIENT CASE STUDY

Rapid transformation helps insurance firm meet demand

How a global insurer achieved one of the fastest digital transformations in Europe



Insurance

Since 2017, a leading insurance firm in Europe has been building a strong relationship with Expleo to modernise their systems and align their capabilities to a digital future. What began with a strategic project to implement msg. Insurance Suite has now expanded to a complete modernisation project – the second largest of its kind in all of Europe.

800 people in 13 different locations across the continent are all working together to give the client an edge in the market through the latest insurance technology.

The challenge: Re-platforming of legacy systems

Back in 2017, the client was dealing with an outdated system that was expensive and time-consuming to update and maintain. They were finding it difficult to achieve their business objectives or keep pace with growing demand for faster, better and more personalised insurance products. The client wanted to re-platform and introduce standard software to reduce costs, get to market faster and deliver the digital insurance products their customers, and the market, wanted to see. Above all, they wanted quality built into their platform through thorough testing to ensure long-lasting success for the future.

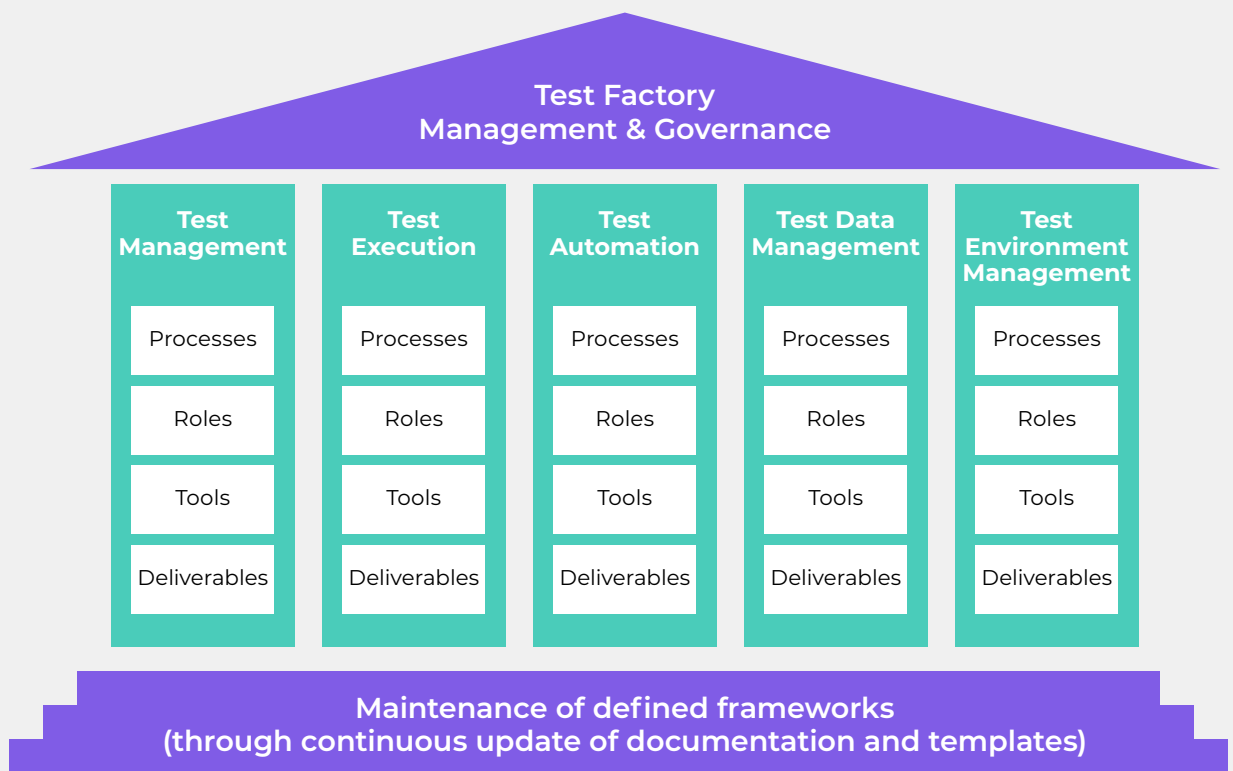
As a trusted advisor in the industry, Expleo was selected based on our expertise and knowledge of ABS, Guidewire and msg platforms, as well as for our quality assurance and testing strategy.

Our solution: Standardising the change process

We provided a full-service approach across all departments in the programme. From the board room to the testing department, the Expleo team left no stone unturned. Immediately, the team noticed a need for a standardised change process in the form of new frameworks for data, testing and process implementation.

Starting from scratch is never easy, but the team worked efficiently to define the Test Factory into five pillars, with standard procedure frameworks created around delivery, roles, tools, and deliverables. This became vital to ensuring accuracy in the testing process and providing a seamless transition throughout the change process. It also made it easy for the client to understand and implement the new services on the new platform.

Expleo Test Factory Service House



Next, Expleo focused on managing the change process. With 19 different projects going on simultaneously, they needed to ensure easy collaboration with the client teams, as well as with the general contractor, brought in to write the concept scripts that would go through our testing process. Working within the client's own delivery model of hybrid testing, small parts of each project were implemented in sprints, with testing done in long waterfall sprints of 6 months.

This delivery process of testing, learning and iterating ensured long-term success, giving the team time to consolidate results, continually improve, adapt and remain compliant without impacting release dates.

The results:
Accelerated modernisation
Acting as one team, Expleo and the client implemented a new and complete core system that included billing, commission and a partner system – all within a record-breaking 18-month timeline.

The testing process and quality assurance exceeded the client's expectations and demonstrated Expleo's value to the transformation project. Since 2018, the client has seen the following benefits:



Confidence to change

thanks to effective quality assurance that ensures trust in the data, processes and technology used throughout modernisation and future transformation projects



Improved customer experience

with the number of incidents in the first year after implementation 65% lower than in similar projects



Greater business agility

with increased platform longevity, as well as process standardisation for future projects



Faster time-to-market

through the use of new tech, automation and speedy software updates, as well as the adoption of flexible, collaborative agile ways of working



Power to innovate

with new open-source software for the server and web applications and a seamless on-cloud testing application

Expleo's relationship with the client continues to grow as they work to support the full project by 2029. As a result of the success of this project, the client also requested to bring in Expleo's management consulting services to strengthen their business analytics through to the next stage of the modernisation project.



A transformation project of this magnitude not only needs continuity, but also quality. Quality creates trust and supports the change management process for the entire organisation.

Helmut Körfer

Client Engagement Manager Insurance, Expleo

Quality assurance is key to the change process

Throughout the multi-year modernisation process, Expleo consistently kept the spotlight on the client's business objectives to speed up the pace of their digital transformation whilst safeguarding business continuity.

Through effective collaboration and process standardisation, Expleo efficiently managed change internally, and moved the client to a new platform that will enable future innovation and opportunities.

But more than that, it was our quality assurance methods that gave the client the confidence to change, and to change quickly as a digital insurer for the future.

**Ready to make a change?
Find out how Expleo is shaping the future of insurance.**

For further information, or if you have any other questions, please write an email to info@expleogroup.com

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