



HEXAWARE

API Modernization for a Leading US-based Insurance Company

Hexaware's API modernization solution enabled seamless MuleSoft API integration.

Case study

Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Headquartered in the US, the client is a leading insurance company providing term life and security investment products. With a vast network of exclusive agents, they operate on an unmatched incentive-based multi-level sales model. As part of their growth strategy, the client sought to enhance their API modernization efforts to improve agility, scalability, and seamless integration across their digital ecosystem.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The client aimed to accelerate the launch, delivery, and servicing of new offerings through a digital modernization initiative. However, they faced the challenge of integrating modernization efforts without disrupting their existing Life/70 mainframe-based monolithic system. They needed a technology partner capable of seamlessly incorporating insurance platform modernization while ensuring business continuity. The solution had to:

- Modernize enterprise-wide APIs for legacy applications.
- Enable new online direct channels to enhance customer experience.
- Scale with business expansion while exceeding performance expectations.



Solution

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To drive an efficient insurance platform modernization while ensuring legacy system integration, Hexaware implemented an enterprise-wide API and Microservices platform. This initiative enabled seamless connectivity across applications while maintaining compatibility with the ACORD insurance standard.

We leveraged MuleSoft’s unified middleware platform to decouple back-end application modules, establishing APIs for:

- App-to-app communication
- External connectivity
- Insurance standard messaging models

The MuleSoft API acted as a communication bridge between the Life/70 mainframe and associated module applications, ensuring real-time integration and reusability of components. To future-proof the solution, we implemented a MuleSoft Strategic Wrapper with a Decorator Architecture Pattern, creating a flexible and scalable digital ecosystem.

Highlights of the solution:

- Composable enterprise architecture for API implementation
- Private on-premises container solution for elastic scalability and high volumes of load and transactions
- Future-ready MuleSoft API integration platform aligned with ACORD insurance industry standards

This approach enabled the client to modernize their platform while preserving the stability of their legacy systems, ensuring a seamless transition to a more agile and scalable digital infrastructure.



Benefits

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Our mainframe modernization solution enabled the client to transition seamlessly to a future-ready, scalable digital ecosystem. Key benefits included:

- Quick and seamless onboarding of new applications and agency channel mobile apps
- Improved applications integration and enhanced connectivity across systems with API-led interoperability
- Optimization of existing resources and artefacts within a strategic framework
- Plug-and-play architecture removing system inter-dependability with the elimination of P2P
- Improved application performance with enhanced system responsiveness, scalability, and reliability



Summary

Client	
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Summary	Hexaware enabled a leading U.S. insurer’s digital transformation in insurance through API modernization and seamless legacy system integration. By implementing a scalable, future-ready platform with MuleSoft, we enhanced application performance, accelerated onboarding, and eliminated system dependencies—empowering the client with agility, efficiency, and a modernized insurance ecosystem.



About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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