



HEXAWARE

Legacy Application Modernization Delivers 50%+ TCO Savings for a Global Insurer

50%+ lower TCO, faster proposals, and stronger integration performance—Hexaware turned 20+ unstable legacy apps into a secure, scalable, and cost-efficient insurance IT ecosystem.

Case study

Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A Top 10 Global Insurance Leader

Our client is one of the world’s top 10 insurers, serving millions of customers across continents. Their core operations relied on more than 20 legacy applications, many running on outdated, unsupported platforms, creating roadblocks to stability, speed, and scalability.



Challenge

Client

Challenge

Solution

Benefits

Summary

Legacy Technology Slowing Growth

Critical business processes were running on aging, vendor-unsupported applications, leading to:

- Frequent system outages disrupting business continuity
- Integration challenges and technical debt due to obsolete code libraries
- Escalating maintenance costs and resource drain
- Limited ability to adapt to new business and regulatory requirements

The insurer needed to retire outdated front office, sales, service, agency, and broker applications—without interrupting ongoing operations or sacrificing functionality.



Solution

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Stabilize, Modernize, and Future-Proof

Hexaware partnered in an onsite-offshore model, deploying a cross-functional insurance IT modernization team to deliver a secure, scalable, and high-performing application landscape.

Key actions included:

- **Migrated and modernized** over 20 business-critical applications onto secure, contemporary platforms, replacing outdated environments to improve performance, resilience, and compliance.
- **Automated contract resends** between legacy and new systems, eliminating manual processing and reducing turnaround times.
- **Redesigned the policy management interface** with a modern, intuitive UI—cutting policy creation and maintenance time.
- **Engineered compatibility and transition solutions** to maintain uninterrupted services during migration, avoiding costly downtime.

Hexaware also provided end-to-end application support, covering production monitoring, incident and problem management, release management, and SDLC project planning.



Benefits

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Performance Up, Costs Down

The transformation delivered clear, measurable wins:

- 50%+ TCO savings in application management
- 10% faster proposal creation
- 50%+ improvement in integration performance across the enterprise
- Freed up in-house teams for high-value strategic initiatives



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Turning Outdated Tech into Business Advantage

Hexaware transformed a top 10 global insurer’s legacy landscape by modernizing 20+ critical applications, cutting TCO by over 50%, streamlining proposals, and boosting integration performance.

The result? Insurance automation for faster, more resilient operations—without the disruption of a complete system overhaul.



Modernize. Optimize.
Save 50%+ TCO.

Hexaware turns outdated applications into high-performing assets, delivering faster processes, better performance, and lasting savings. Reach out to us at marketing@hexaware.com to learn more.

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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