

Self-Service API for Digital Insurance

Faster Products. Happier Customers. Lower Costs.

Flyer



Digital Transformation in Insurance Needs Integrated APIs

Insurance customers don't wait anymore. They want instant, personalized service—whether it's buying a policy, checking coverage, or filing a claim. But siloed legacy systems, fragmented portals, and sluggish integrations hold insurers back—hurting both growth and customer experience.

Hexaware's Self-Service API solutions change that. We deliver insurance API-led connectivity that simplifies integration, unlocks straight-through processing, and powers seamless omnichannel engagement. The result? Faster speed-to-market, higher digital adoption, and lower operating costs.

What's In It For You

- **Cut Call Center Costs:** Reduce support volumes with intuitive self-service across web, mobile, and chat.
- **Win Customers Faster:** Launch products quickly with reusable, modular APIs that shorten delivery cycles.
- **Boost Digital Adoption:** Deliver seamless, connected experiences that increase portal and app usage.
- **Future-Proof Your Business:** Scalable, cloud-native design supports digital innovation in insurance, across P&C and Life.
- **Stay Agile:** Pre-built connectors for Guidewire, Duck Creek, and core systems accelerate change.

How We Do It

- **Three-Layered API Architecture** (System, Process, Experience APIs) for speed, scale, and reusability.
- **Omnichannel Enablement** that connects policy, claims, payments, and endorsements to every customer touchpoint.
- **Automation-Ready APIs** for straight-through processing and faster resolution.
- **Proven Platforms** like MuleSoft for secure, governed, and high-performance integrations.

Proven in Action

A global P&C insurer partnered with Hexaware to unify customer touchpoints using a MuleSoft + Guidewire API platform. The results speak for themselves:

40%

increase in direct channel revenue

25%

rise in insurance self-service portal usage

18%

drop in call center traffic

2X

growth in portal traffic and brand visibility

Why Hexaware?

We combine deep insurance expertise with proven accelerators to deliver faster, lower-risk outcomes. With specialists in MuleSoft, Guidewire, and Duck Creek, we bring API-first thinking that transforms insurance operations—making them more connected, agile, and customer-centric.

Modernize Insurance. Connect Customers. Accelerate Growth.

Let's make your insurance digital transformation a reality—with secure, scalable, and connected Self-Service APIs. Reach out to us at marketing@hexaware.com.

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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