

HEXAWARE

Insurance Portal Development for a Leading Auto Insurer in Japan

Enhancing customer experience and efficiency

Case study



Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

The client is a leading insurance provider in Japan, known for its commitment to innovation and customer-centric solutions. With a strong emphasis on enhancing digital experiences, the company focuses on streamlining processes and improving engagement through advanced technology.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The clients' lack of online claims services led to a high dependency on call centers for claims processing, resulting in increased complexity and inefficiencies. Furthermore, with the number of smartphone users forecasted to **exceed 95 million by 2028** in Japan, the client sought to provide cohesive omnichannel experiences across all customer touchpoints while addressing the evolving technology demands of its customers.

Key challenges included:

- High call center dependency for proposal creation and claims notification/status
- High drop rates on the existing portal
- Lengthy proposal creation times
- No availability of online claims service



Solution

Client

Challenge

| **Solution**

Benefits

Summary

The client knew they needed a partner to help with insurance portal development. They partnered with Hexaware, and we developed a new business portal, enabling the client to offer seamless digital communication to customers, agents, online brokers, dealers, and partners using the industry-leading middleware platform MuleSoft. The responsive design offers cross-platform device support across a wide selection of smartphones, laptops, tablets, and computers.

Several functional access controls were enabled to expedite proposal creation and enhance customer experience, including:

- Online proposal creation
- Online endorsements of policies
- Reporting first notice of loss (FNOL)
- Efficient ways to track insurance claims status



Benefits

Client

Challenge

Solution

Benefits

Summary

The new insurance portal brought numerous benefits that helped improve insurance claims processes and enhance overall customer experience. These benefits include:

- Instant quotation for vehicle insurance
- 20% faster proposal creation cycle time
- Better brand visibility, leading to a 200% increase in portal hits



Summary

- Client
- Challenge
- Solution
- Benefits

| **Summary**

Hexaware’s MuleSoft integration helped a leading auto insurer in Japan drive digital transformation in the insurance industry. A new business portal was developed to enhance customer communication, streamline proposal creation, and improve insurance claims processes. Key benefits included instant quotations, faster proposal cycles, and increased brand visibility, resulting in a significant rise in portal engagement.



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>.

Get in touch