

HEXAWARE

Achieving 65% Savings: The Impact of DevOps in Insurance for a Belgium-Based Swiss Insurer

Hexaware's DevOps transformation services enabled a leading Switzerland-based insurer to implement a scalable CI/CD system, consolidating business intelligence tools for enhanced automation across their diverse application stack.

Case study



Client

- | Client
- Challenge
- Solution
- Benefits
- Summary

The client is a leading insurance company headquartered in Switzerland, specializing in a diverse range of insurance products, including Life, Non-life, and Enterprise Marine Insurance. With a strong commitment to customer service and innovative solutions, the client aims to provide tailored coverage that meets the unique needs of individuals and businesses alike, establishing itself as a trusted partner in the insurance landscape.



Challenge

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The client recognized the urgent need to establish a centralized, flexible, and scalable build, deployment, and testing system to enhance their operational efficiency and consolidate their Business and Intelligence (B&I) tools and architecture. This initiative was driven by their ambition to implement a fully automated Continuous Integration/Continuous Deployment (CI/CD) system that could seamlessly support a multi-technology application stack. The existing infrastructure posed challenges, including fragmented processes and insufficient IT capacity, which hindered their ability to respond swiftly to market demands and regulatory changes.

By adopting a robust CI/CD pipeline, the client aimed to streamline their development workflows, reduce manual intervention, and ensure consistent quality across their software releases. This transformation was not merely about automation; it was a strategic move to enhance collaboration among development teams, improve time-to-market for new features, and maintain compliance in a highly regulated industry. The envisioned system would integrate various legacy systems and modern tools, allowing for a more agile response to evolving business needs and enabling the client to maintain its competitive edge in the insurance market.



Solution

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Hexaware took complete ownership of the project, deploying a team of senior consultants to design and implement a fully scalable CI/CD system tailored to the client's needs. Leveraging its expertise in DevOps transformation services, Hexaware delivered a holistic solution that addressed every aspect of the client's development and deployment lifecycle.

The engagement began with a comprehensive DevOps assessment, where Hexaware continuously evaluated the client's existing tools and technologies, providing recommendations to adopt evolving, cutting-edge solutions. Hexaware also assumed tool ownership, managing the entire Business and Intelligence (B&I) tools and infrastructure landscape, ensuring seamless integration and optimal performance.

To enhance efficiency and reliability, shift-left test automation was integrated into the DevOps pipelines, enabling early-stage testing and reducing defects in later stages of development. Additionally, Hexaware implemented automated environment status reporting,

providing real-time insights across development, staging, and production environments through integrated CI/CD pipelines, monitoring tools, and ITSM systems.

This end-to-end solution not only streamlined the client's operations but also empowered them with a robust, scalable, and automated DevOps ecosystem, enabling faster delivery cycles and improved operational efficiency.



Benefits

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The implementation of the CI/CD system brought significant benefits to the client, transforming their software development and deployment processes.

- **Frequent Deployments:** The frequency of test environment releases increased from 1 per week to 3 deployments per week, allowing for more regular updates and enhancements to the application, which is crucial in maintaining competitive advantage.
- **Reduced Release Time:** The time taken to release new software dramatically decreased from 1.5 days to just 4 hours, enabling the client to respond more swiftly to market demands and customer feedback.
- **Improved Build Efficiency:** Build queue times were reduced to less than 10 minutes, thanks to a highly available build service. This improvement significantly enhanced developer productivity by minimizing waiting times.
- **Automated Configuration:** The management of application and server configurations was fully automated, streamlining pre-requisite activities and reducing the potential for human error during setup.
- **Accelerated Testing:** The introduction of multi-threaded test automation led to a reduction in overall regression and system integration test execution time by 5 hours, allowing for quicker validation of new features and fixes.

- **Cloud Readiness:** The DevOps framework was designed with a cloud-first vision, ensuring that all build and deployment actions, including CI/CD pipelines, are cloud-ready. This positions the client well for future scalability and flexibility.
- **Quick Onboarding:** New .NET applications or components could be onboarded onto the CI/CD system with just 1 day of effort, significantly reducing the time and resources required to integrate new projects into the existing framework.
- **High Uptime:** The system achieved an impressive 95% uptime, supported by strict SLAs for DevOps tools and infrastructure, along with self-healing and intelligent monitoring systems that proactively addressed issues.

Through a robust, automated, and scalable DevOps solution, Hexaware transformed the client's CI/CD processes, showcasing the effectiveness of DevOps in insurance and boosting overall operational efficiency.



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Hexaware’s DevOps transformation services enabled a Belgium-based Swiss insurer to reduce release time, enhance deployment frequency, and improve build efficiency. By implementing an automated, scalable CI/CD system, the client achieved significant operational improvements, cloud readiness, and faster onboarding, showcasing the transformative impact of DevOps in the insurance sector.



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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