

HEXAWARE

Transforming Data Management with an Enterprise Data Warehouse on Azure for Belgium's Largest Insurer

Hexaware streamlined reporting, enhanced business intelligence, and enabled self-service analytics through a scalable cloud data warehouse solution for the client.

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

The client, one of the top insurers in Belgium, was looking to modernize their data infrastructure by implementing an Enterprise Data Warehouse on Azure and an Operational Data Store (ODS). With a diverse set of functional areas requiring advanced analytics and reporting, the client aimed to streamline data consolidation and enhance business intelligence capabilities.

The client offers an extensive range of insurance solutions, including life and non-life insurance products such as auto, fire, and civil liability coverage, as well as supplementary pensions. By targeting a diverse clientele that encompasses private individuals, self-employed professionals, SMEs, and large corporations, the client has positioned itself as a versatile player in the insurance market, adept at meeting the varied needs of its customers while maintaining a strong legacy of trust and reliability.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The client was keen on building an Enterprise Data Warehouse and BI (Business Intelligence) solution to address the inefficiencies in their existing reporting environment.

Key challenges included:

- Lack of a centralized data store for reporting, leading to data silos and inconsistencies.
- Delays in data delivery, impacting timely decision-making.
- Lack of ad-hoc reporting capabilities, restricting business users from generating insights on demand.
- Challenges in feeding accurate data to the downstream systems/applications.



Solution

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To resolve these challenges, Hexaware delivered a cutting-edge cloud data warehouse solution to transform the client’s data management and reporting framework. Our solution included:

- **Enterprise-wide data integration:** Built an Operational Data Store and Enterprise Data Warehouse on Azure to consolidate data from various enterprise systems, enabling seamless reporting and analysis.
- **Scalable data analysis platform:** Designed a robust reporting platform and scalable data model to support multiple functional areas, including finance, claims, churn analysis, sales forecasting, opportunity management, and workflow tracking.
- **Enhanced reporting capabilities:** Provided an advanced Business Intelligence solution, ensuring timely and accurate insights for business users.
- **Onsite-offshore model:** Implemented a hybrid approach for development and support, balancing efficiency and agility.

- **Improved management insights:** Addressed key pain points in finance and workflow management through a structured solution framework.

This transformation enabled the client to achieve a centralized, high-performing data environment, fostering improved decision-making, operational efficiency, and strategic growth.



Benefits

Client

Challenge

Solution

Benefits

Summary

By implementing the Enterprise Data Warehouse on Azure, the client achieved significant improvements in data management and analytics. Key benefits included:

- **Single source of truth:** Established a centralized data repository, ensuring consistent information across the organization.
- **Future-ready foundation:** Provided a scalable and flexible architecture to support future business expansion and analytical needs.
- **Enhanced business insights:** Delivered greater visibility into existing business data, enabling data-driven decision-making.
- **High-quality data integration:** Ensured accurate, cleansed data for seamless integration with downstream systems and applications.
- **User empowerment and self-service analytics:** Enabled business users to generate real-time reports and insights independently, reducing reliance on IT teams.



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| Summary

Hexaware enabled a leading Belgian insurer to modernize its data ecosystem with an Enterprise Data Warehouse on Azure and a cloud data warehouse solution. This transformation streamlined reporting, enhanced Business Intelligence, and empowered self-service analytics—delivering a data analysis platform that ensures a single source of truth and future-ready scalability.



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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