



HEXAWARE

Accelerating Insurance Transformation with CI/CD as a Service for a Top Global Insurer

Boosting delivery speed, enabling seamless microservices deployment and process automation

Case study

Client

| Client

- Challenge
- Solution
- Benefits
- Summary

Our client is a top multinational insurance firm, leading in areas such as property and casualty insurance, life insurance, savings, asset management, investment management, and other financial services. With a growing IT landscape and a focus on CI/CD DevOps, the client continues to drive innovation across these sectors.

The increasing complexities in infrastructure and applications compelled our client to look for a partner who could not only manage DevOps provisioning and orchestration but also take a holistic approach towards integrations in the IT strategy, industry expertise, automation, cloudification, solutions, and tools-based approach.



Challenge

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The client faced significant challenges in modernizing their IT infrastructure to support their ambitious business transformation goals. Their existing processes for building, deploying, and releasing complex microservices were cumbersome and time-consuming, slowing down innovation and time-to-market.

Efficiently managing releases was another pain point, as their release orchestration and processing were fragmented and lacked standardization. They needed a streamlined CI/CD as a service approach to automate and optimize these workflows while ensuring consistency across projects.

Additionally, the absence of standardized CI/CD templates and process definitions created inefficiencies, making it difficult to scale their operations and maintain uniformity across teams. The client was facing a

challenge in managing and orchestrating containers effectively, leaving gaps in scalability and operational efficiency. On top of that, their security practices were siloed, and they needed a DevSecOps framework to integrate security seamlessly into their development and deployment pipelines.

Lastly, their environment management processes were manual and prone to errors. They required a seamless Infrastructure-as-Code (IaC) pipeline integration to automate provisioning, configuration, and management of infrastructure across multiple environments, ensuring consistency and reliability.

The client's overarching challenge was to modernize their IT ecosystem while addressing these pain points, ultimately enabling faster innovation, enhanced scalability, and improved business outcomes.



Solution

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Hexaware provided the client with comprehensive software deployment automation services and managed service implementation, achieving ambitious automation goals that delivered significant improvements and cost efficiencies. With a focus on driving transformation across both digital and enterprise applications, Hexaware took full responsibility for the end-to-end build and deployment activities, transitioning the entire CI/CD DevOps process into a scalable Continuous Delivery as a Service (CDaaS) model.

Hexaware implemented an automated pipeline and cloud-ready processes/tools as part of the solution, ensuring a robust and future-proof infrastructure for streamlined application delivery. Frequent releases were managed seamlessly, adhering to agile development requirements while supporting these releases and coordinating with core DevOps teams for production deployments.

Hexaware enabled compliance into the delivery pipeline from Day 1, embedding regulatory and security requirements directly into the CI/CD workflows. This ensured that all deployments adhered to industry standards and best practices without compromising speed or efficiency.

Additionally, Hexaware ensured complete ownership of tools, enhancements, and automation risk management, delivering a reliable, scalable, and secure solution. By integrating these capabilities into the client's deployment pipelines, Hexaware enabled faster, more efficient releases while maintaining full accountability for tools and processes to minimize risks and improve overall operational efficiency.



Benefits

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Hexaware’s solution delivered transformative results for the client, addressing their challenges and enabling a modern, efficient, and secure deployment pipeline. The client achieved significant improvements in their software delivery processes by leveraging automation, compliance integration, and microservices-based deployment. Here’s how:

- **Over 90% Automation, Reducing Manual Intervention:** By automating the majority of the build, deployment, and release processes, the client drastically reduced the need for manual intervention. This minimized human error and freed up valuable resources to focus on innovation and strategic initiatives. The high level of automation ensured consistency and reliability across all deployments, creating a streamlined and repeatable process.
- **45% Faster Delivery with Early Issue Detection:** The implementation of a robust CI/CD pipeline enabled the client to accelerate their delivery speed by at least 45%. This was achieved by integrating automated testing and validation into the development stage, allowing teams to detect and resolve issues early in the process. As a result, the client could deliver high-quality software faster, meeting the demands of agile development cycles and reducing time-to-market for new features and updates.

- **Seamless Microservices-Based Continuous Deployment:** The solution supported the client’s microservices architecture by enabling continuous deployment with automated release pipelines. This allowed the client to deploy updates to individual microservices independently, ensuring flexibility and scalability while maintaining system stability. Automated releases also reduced downtime and improved the overall efficiency of the deployment process.
- **Cloud-Ready and Future-Proof Processes:** The adoption of automated pipeline and cloud-ready tools provided the client with a scalable and future-proof infrastructure. This enabled them to adapt quickly to changing business needs, optimize resource utilization, and support their growing digital transformation initiatives.

The combination of automation, compliance integration, and microservices support allowed the client to modernize their IT landscape while achieving faster, more reliable, and secure software delivery. These benefits positioned the client to respond rapidly to market changes, meet customer demands, and maintain a competitive edge in the insurance industry.



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Hexaware partnered with a top global insurance firm to transform their DevOps process by implementing CI/CD as a Service. Hexaware automated over 90% of deployment tasks, increased delivery speed by 45%, and ensured seamless microservices-based continuous deployment. We provided full ownership of tools and compliance from Day 1, driving efficiency and cost savings for the client.



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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