



HEXAWARE

Large UK insurer advances
business agility resulting
in a 40% increase in
release velocity and a 30%
reduction in TCO

SLA-driven managed services engagement

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

The client is a leading insurance business offering a range of general insurance products. They have a 170-year history and are one of the UK's largest personal line insurers, with over 6.5 million customers and 4,000 employees.



Challenge

Client

| **Challenge**

Solution

Benefits

Summary

The client was looking for a trusted technology partner with deep expertise for a long-term SLA-driven managed services engagement for their IT application ecosystem. The scope of this challenging exercise encompassed:

- L2 & L3 application support and maintenance of 150+ critical business applications for the life protection, savings & retirements, and shared service business units.
- Managed testing services covering end-to-end (E2E) testing and quality services and automation and manual testing.
- Development and transformation services, including the transition of legacy systems onto the guidewire platform.
- Power BI DataMart development and support.
- Infrastructure support for cloud-native digital applications.



Solution

Client

Challenge

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Summary

Hexaware's managed services solution leveraged automation at all levels of application management with a highly optimized application support and maintenance delivery model. The fundamental building blocks of the solution that helped maximize business value included:

- Comprehensive service coverage, defined by 9*5+ on-call application support and 24*7 call center support with efficient onshore-offshore collaboration.
- Cloud-native infrastructure for digital applications built on microservices and API-enabled architecture for the customer and IFA.
- A modern delivery approach leveraged for agile teams to deliver quick and rich benefits with Scrum for development and Kanban for maintenance.
- A Center of Excellence (CoE) to drive innovation and agile culture transformation.
- Continuous improvement through SOP enhancements, shift left activities, and monitoring of the vendor ecosystem.
- Deployment of our automation IP module, Tensai® for Efficiency, to reduce application support tickets.

- Our integrated framework for end-to-end test automation across the testing lifecycle.
- Automation of 60% of test cases using Selenium test manager and integrated with JIRA.
- A dashboard for monitoring performance and CI opportunities, integrated with ITSM, JIRA, Selenium, and other automation tools.
- DevOps along with ISTIO service mesh for automated CI/CD for applications on the Azure Kubernetes Service (AKS) cluster.



Benefits

- Client
- Challenge
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- Benefits**
- Summary

The 7+ years of SLA-driven managed services engagement resulted in manifold benefits and tangible savings.

30%
reduction in Total Cost of Operations (TCO)

> 6
customer satisfaction scores consistently

35%
reduction in infra spend on compute

40%
improvement in application release velocity using DevOps

20%
increase in incidents Service Level Agreement (SLA) adherence

25%
increase in System Reports Claim (SR) SLA Adherence

60%
reduction in ticket volume

30+
applications monitoring implemented as Customer Satisfaction Index (CSI)

80%
reduction in ticket backlog, improving CX

10
times more application coverage

50%
reduction in testing efforts via automation

40%
improvement in test design productivity

100%
updated test documentation

80%
agile coverage and rapid innovation

40%
reduction in call volumes

Automated requirement traceability information

Faster time to market and improved customer experience



Summary

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| Summary

The client’s long-term collaboration with Hexaware on a managed services model fueled a 30% reduction in their TCO. The proactive application support and maintenance of more than 150 critical business applications helped drive efficiency and improve customer experience. The 40% increase in velocity of releases and reduced deployment failure by streamlining processes and breaking silos with DevOps helped drive faster time-to-market. Setting up a Center of Excellence was vital to driving a culture of innovation across the organization.

The rewarding journey for the client was a catalyst to their goal of growing customer value and their vision to be Britain’s best-loved insurance provider.



About Hexaware

Hexaware is a global technology and business process services company. Our 27,000 Hexawarians wake up every day 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 40+ offices in 19 countries, we empower enterprises worldwide 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 www.hexaware.com.

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