

A photograph of two men in business attire. The man on the left, with a beard and grey hair, is holding a tablet and gesturing with his hands while speaking. The man on the right is seen from the back, listening. They are in an office environment with a window in the background.

HEXAWARE

How Automation Helped a Century-Old Insurer Enhance Operational Efficiency, Reduce Manual Workloads, and Optimize Costs

Achieving operational excellence with automated solutions

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

Our client is the world's leading insurance company, founded over a century ago. It specializes in four areas: voluntary benefits, financial benefits, small business benefits, and wealth creation. The company is committed to delivering comprehensive solutions that enhance policyholders' financial security and wellbeing. The client has a global presence with 4100+ employees and 25+ offices worldwide.

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The client faced the burden of outdated and inefficient legacy IT systems, the drain of manual processes that consumed valuable time and resources, and the weight of cost inefficiencies that impeded their capacity to invest strategically.

The challenges include:

Legacy IT Systems:

The client grappled with legacy IT systems that were inefficient, manual, and prone to errors. These systems hindered operational efficiency and customer service.

Manual Workload:

Manual processes consume valuable time and resources, preventing employees from focusing on more strategic, value-added tasks.

Cost Inefficiencies:

Operational inefficiencies resulted in higher costs, limiting the client's ability to invest in critical areas of the business.

What the client wanted

- Transition from legacy systems to modern, automated IT solutions.
- Enhance operational efficiency and reduce manual workloads.
- Optimize costs and allocate resources more effectively.

The client trusted Hexaware to walk hand-in-hand with them on the path of growth.

Outdated and inefficient legacy IT systems, manual processes that consumed valuable time and resources, and the weight of cost inefficiencies



Solution

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Hexaware drove transformative IT changes and ushered the client into a new era of automation and efficiency through:

Complete IT Support with Managed Services Model

The client adopted a fully outsourced IT support model, giving Hexaware the authority to make technology decisions while adhering to business-defined parameters. This shift allowed for a more agile and responsive IT environment.

Automation Focus

Automation became a central focus during this transformation. Hexaware replaced manual efforts with efficient, automated processes, freeing up employees for more strategic work.

Application Support Automation

Level 1 and 2 automation for various processes, including VBS payment files, mainframe prose, and case setup, significantly reduced errors in case configuration.

Task Automation

Routine IT tasks such as auto-comparing Selerix data, mainframe critical path and obsolete job analysis, mainframe holiday schedule analysis, CBS batch automation, and server monitoring were automated, reducing manual intervention.

Business Process Automation

Complex business processes involving file transfers, benefits administration application files, and case automation were automated to eliminate errors and enhance precision.

Policy Cancellation Automation

Using UiPath RPA (Robotic Process Automation), the client's policy cancellation process was entirely automated, achieving 100% automation and improved efficiency without sacrificing quality.

Cost Optimization

Hexaware introduced a cost optimization solution, which optimized processes and enabled the client to reallocate resources to critical areas.



Benefits

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At a time when automation is reshaping industries and setting benchmarks for success, Hexaware’s dedicated efforts have emerged as a beacon of transformative change. The benefits we delivered for this client include:

Reduction in Manual Effort

Hexaware’s automation efforts led to a substantial reduction (450+ person-days) in manual effort for ticket resolution.

Reduced System Downtime

Automation enhancements resulted in reduced system downtime, enhancing system availability.

Cost Savings

The client realized cost savings of approximately \$1.4 million through Hexaware’s Continuous Value Additions (CVAs) and automation initiatives within 3 years of partnership.

Efficiency Gains

Automation of manual processes and legacy system upgrades led to substantial efficiency gains, allowing employees to focus on higher-value tasks.

Improved Quality

The automation of critical processes, such as policy cancellations, improved process quality and accuracy.

Enhanced Customer Service

Streamlined operations and reduced errors resulted in improved customer service and satisfaction.

Competitive Advantage

The client gained a competitive edge by embracing modern technology and automation in the insurance industry.

Reduction of **450+ person-days** of manual work, cost savings of approximately **\$1.4 million**

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Hexaware played a pivotal role in transforming IT operations, reducing costs, and enhancing operational efficiency.

The automation initiatives enabled the client to streamline processes, improve customer service, and allocate resources more effectively.



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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