

HEXAWARE

DevOps Automation: Elevating a European Insurance Giant's CI/ CD Practices

Case study



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A Leading European Insurance Giant

The client is a well-established insurance provider in Europe, managing a portfolio of over 1,000 applications built on 15+ diverse technologies. Their operations span multiple geographies, serving millions of customers across the continent, with a strong focus on ensuring robust and secure technological processes.



Challenge

Client

Challenge

Solution

Benefits

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Overcoming Legacy CI/CD Complexities

The client faced a broad spectrum of challenges that hindered their ability to scale and modernize their software delivery lifecycle:

- Fragmented and siloed delivery approach, with local contract employees leading to ownership gaps.
- A complex and manual release process that lacked automation and efficiency.
- Inefficient CI/CD tools setup, causing debugging difficulties and poor accessibility to logs.
- High CAPEX costs of \$700K annually due to on-premises infrastructure and tools.
- Connectivity issues and a single-instance setup that resulted in operational inefficiencies.
- The need to align with cloud-native security standards (CIS Benchmark 2) for compliance and robustness.

These challenges created bottlenecks in software release cycles, limited scalability, and increased operational costs.



Solution

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Hexaware's Managed DevOps Services

Hexaware deployed its comprehensive Managed DevOps Services to address the challenges and deliver a modernized, scalable, and secure platform. The key solutions included:

CDaaS (Continuous Delivery as a Service): Redefined and aligned with next-gen tools while adhering to customer-specific cloud security guidelines.

Container Orchestration: Implemented advanced containerization technologies to support the diverse 15+ technology stacks.

Infrastructure Optimization: Migrated to a scalable, highly available infrastructure hosted on AWS and Azure, compliant with CIS Benchmark 2 standards.

Streamlined CI/CD Pipeline: Delivered easy-to-use, automated CI/CD tools with on-demand build and deployment services.

Release Automation: Fully automated release creation and deployment processes, reducing manual intervention.

End-to-End DevOps Management: Provided 24/7 BAU (Business As Usual) support along with continuous monitoring and debugging capabilities.

Cost Optimization: Eliminated on-prem CAPEX by providing a fully managed solution, including tools and licenses.



Benefits

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Transforming Delivery and Efficiency

Hexaware’s DevOps automation approach delivered tangible and measurable benefits for the client:

Cost Reduction: Achieved a 30%+ cost optimization, significantly reducing tool and infrastructure expenses.

Improved Release Cadence: Transitioned from monthly to bi-weekly releases, enhancing agility.

Reduction in Manual Effort: 75% reduction in manual effort for release management, enabling teams to focus on innovation.

Enhanced Consistency and Visibility: Improved environment consistency, better log accessibility, and streamlined debugging processes.

High Availability: Achieved an uptime of 99%, ensuring seamless operations across geographies.

DevOps Maturity: Advanced the client’s DevOps maturity from Level 1 to Level 4 in just two years.



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A Scalable, Secure, and Cost-Effective DevOps Ecosystem

Hexaware’s tailored DevOps automation strategy empowered the European insurance giant to overcome their legacy challenges and establish a modernized, scalable, and secure software delivery ecosystem. By leveraging CI/CD pipelines, cloud-native security practices, container orchestration, and infrastructure optimization, Hexaware delivered a future-ready platform with improved efficiency and cost savings.



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 www.hexaware.com.

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