

**HEXAWARE**

# How a Global Specialty Insurer Modernized IT, Enhanced Customer Experience, and Reduced Costs with Hexaware

A Comprehensive Transformation for Enhanced Service Delivery

---

Case study

---



# Client

| Client

- Challenge
- Solution
- Benefits
- Summary

## UK’s Leading Specialty Warranty Insurer

Established a century back, our client offers insurance, maintenance, and support for domestic products and consumer electronics across 12 global markets, including the US, UK, Spain, Germany, Portugal, and Italy. With a robust workforce, and a solid network of manufacturer-approved engineers, the client handles millions of repairs and replacements annually. The organization’s mission is to deliver exceptional customer service while maintaining operational efficiency and agility in a rapidly evolving digital landscape.



# Challenge

Client

**Challenge**

Solution

Benefits

Summary

## Navigating Complexities in a Competitive Landscape

The client faced challenges with IT infrastructure modernization, which hindered their customer-centric strategies in meeting the demands of a competitive market. They needed to:

- Reduce operational costs while increasing agility and scalability.
- Streamline operations for agents and engineers to improve efficiency.
- Enhance customer experiences across multiple markets.
- Implement advanced automation and data-driven decision-making to improve service delivery and reduce errors.
- Transition from legacy systems to a modern, cloud-native architecture.

The complexity of operating in 12 markets with diverse customer needs and regulatory requirements added to the challenge, necessitating a comprehensive transformation strategy.



# Solution

- Client
- Challenge
- Solution**
- Benefits
- Summary

## Holistic Transformation Through Strategic Partnership with Hexaware

Hexaware partnered with the client to engineer a holistic transformation across four key pillars:

### 1. Product and Customer Experience:

- Introduced solutions to optimize customer journeys, working closely with marketing and client management teams.
- Established service excellence solutions to simplify processes for agents and engineers, ensuring seamless collaboration with operations.

### 2. Platforms and Enablers:

- Deployed cutting-edge platforms such as PAS 2.0, Integration & Microservices, and Data Lake to enable efficient claims processing, product replacement, and communication management.
- Enhanced agent productivity with a modernized Agent Desktop interface.

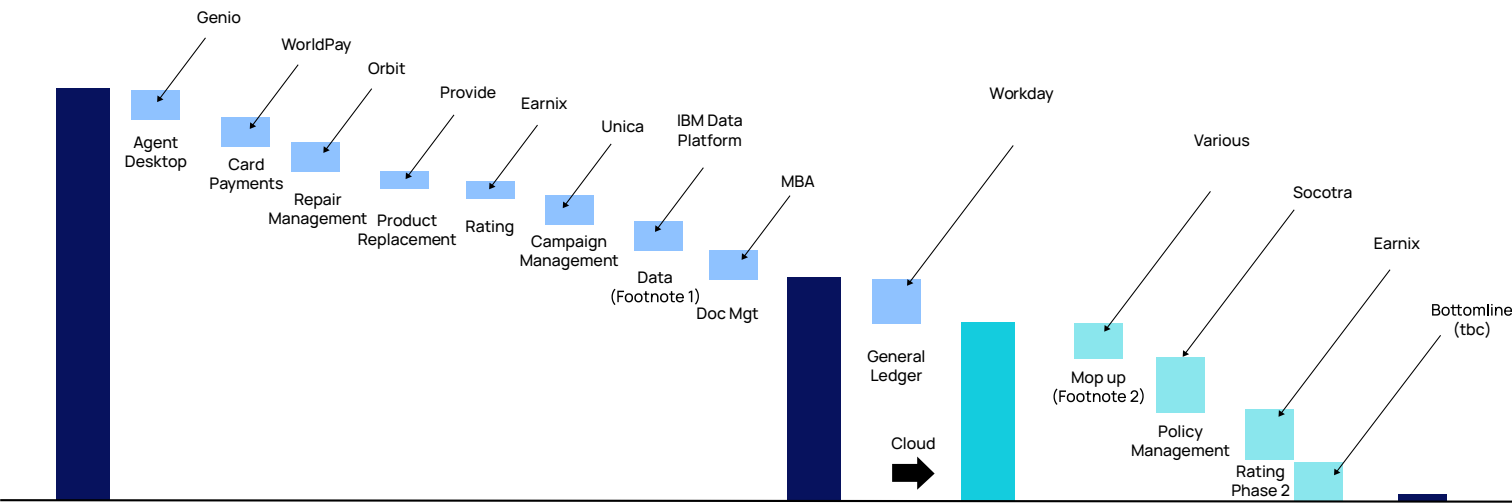
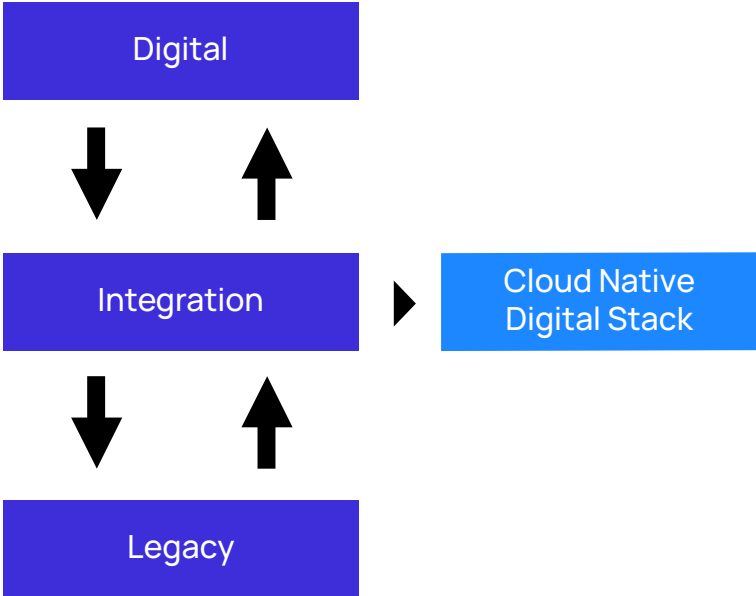
### 3. Technology Foundations:

- Transitioned from legacy IBM systems to a cloud-native architecture, reducing licensing costs.

- Implemented TechOps Automation, CI/CD Tooling, and SecDevOps to ensure continuous delivery and security.
- Automated monitoring and regression testing, reducing false alerts.

### 4. Business Foundations:

- Streamlined financial processes with Finance TX (IFRS17, FDW, GL) and introduced flexible payment options.
- Enhanced telephony systems and pricing models to improve customer interactions and operational efficiency.



# Benefits

- Client
- Challenge
- Solution
- Benefits**
- Summary

## Measurable Outcomes Driving Operational Excellence

The transformation delivered measurable outcomes as follows:

### **50% Cost Reduction:**

Streamlined operations and modernized infrastructure significantly reduced operational expenses.

### **80% Increase in Reuse:**

Agile and DevOps practices enabled continuous business agility and faster time-to-market for new initiatives.

### **70% Reduction in False Alerts:**

Automated monitoring and testing improved operational accuracy and reduced downtime.

### **45% Reduction in Licensing Costs:**

Transitioning to a cloud-native architecture eliminated reliance on costly legacy systems.

### **Agent and Customer Experience Transformation:**

Optimized customer journeys with customer-centric strategies that simplified agent workflows, improved satisfaction, and enhanced productivity.



# Summary

Client

Challenge

Solution

Benefits

| Summary

## The Power of Innovation and Collaboration in Driving Success

Hexaware's partnership with the client exemplifies how strategic, technology-driven business process optimization can revolutionize business operations. The client achieved significant cost savings, operational efficiency, and customer satisfaction by modernizing its infrastructure, automating processes, and enhancing customer and agent experiences,



## 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>

Get in touch