



# Cloud-Based Transformation of Policy and Claims Management



## **A Fortune 500 Global Insurance provider**

In a bid to modernize its operations across multiple continents, a leading global insurer undertook a comprehensive overhaul of its legacy policy and claims management systems. Transitioning to the cloud with Salesforce Service Cloud, the insurer implemented a phased approach guided by meticulous planning and robust transition frameworks. Customizing Salesforce Service Cloud extensively, they developed integrated modules for policy administration, claims management, and billing, tailored to the insurance lifecycle.

The migration process ensured seamless continuity of business operations, orchestrated with precision to transfer client data from legacy systems to Salesforce Service Cloud without disruption. Embracing advanced data profiling techniques, the insurer enhanced data quality while establishing a comprehensive testing automation suite to validate critical business functions.

This strategic transformation not only consolidated disparate systems and improved operational efficiency but also positioned the insurer to deliver superior service across diverse geographies, effectively managing multilingual and multicurrency challenges.



## Harnessing the Power of Cloud Solutions

Our approach centered on leveraging cloud technologies to consolidate data from various systems worldwide, overcoming challenges related to data quality, mapping, and functionality disparities. By implementing a phased migration strategy, we ensured minimal disruption to business operations while transitioning to a unified, cloud-based platform.

### Driving Impactful Results

The implementation yielded significant improvements



#### **Dramatic Reductions in Processing Time:**

Claim reporting time reduced from 45 minutes to just 3 minutes, empowering faster response to customer needs.



#### **Operational Excellence:**

Achieved over 50% reduction in operational expenditures (OPEX) compared to maintaining legacy systems.



#### **Enhanced Efficiency:**

Achieved 12 times faster claim processing, optimizing workflows and customer service delivery.



#### **Agile Operations:**

Introduced continuous integration and deployment practices, resulting in a 30% reduction in cycle time, a 70% improvement in testing coverage, and a 20% decrease in costs.



#### **Global Expansion:**

Facilitated seamless business expansion across multiple regions by establishing a centralized practice and governance model

### Empowering Future Growth

By unifying operations and improving user communications, our cloud-enabled solution not only streamlined internal processes but also positioned our client for sustained growth and enhanced customer satisfaction on a global scale. This transformation underscores our commitment to driving innovation and efficiency in the insurance industry, setting a new standard for operational excellence and customer-centric service delivery.

### Driving Forward, Together

Through our partnership, we continue to innovate and optimize, ensuring our client remains at the forefront of the insurance industry by harnessing the full potential of cloud technology and integrated solutions. Together, we are redefining what's possible in insurance operations, driving tangible business outcomes and empowering future success.



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