

Case Study

Cloud & Infrastructure



Case Study: Enterprise Mobility - Hybrid application for a leading life insurance company

Problem Statement

- Pencil and paper forms used by the agents were slow, expensive and cumbersome
- Manual entry of the data from the forms into the system was an exercise prone to error
- There was hardly any effective mechanism for post policy support to the customer and grievance redressal.
- Agents were not able to track their commission and customers' policy status in real time basis
- Needed strategy to take digital ladder, utilise Cloud capabilities to increase reach, improve interaction and reduce cost

Project Objectives: Cloud Native Application

- A well thought out application utilizing Enterprise Mobility platform like RHMAP (RedHat Mobile Application Platform)
- Hybrid application - Android and iOS builds were to be provided from same code base
- Backend Cloud services for any integration
- Cloud watchers to monitor application health
- Cloud based sync service to data distribution uniformity
- Integration with Aadhaar e-KYC, CIBIL in order to gather authentic data
- Functionalities such as real time proposal tracking, commissions earned were incorporated to bring visibility to agents and customers
- Product recommendation engine to suggest insurance products to customer based on their needs
- One click deployment, One click application generation were utilized
- Cloud deployment using Containerization from RedHat FeedHenry on top of AWS

Impact / Result

- ✓ Solution took client from paper to Digital and helped them utilising the power of Cloud services
- ✓ TAT from sourcing to policy issuance reduced to 24 hours from 7 working days
- ✓ It takes around 8 min to fill the digital application as compared to 45 min of filling physical application form
- ✓ Application and Infra management using cloud services helped reduce overall time and costs by more than 20%

Awarded APAC
Innovation Award

Key Features



Enterprise Mobility
Platform RHMAP



One click
Deployment, Cloud
Analytics



Smart Application
form



Multiple payment
options



FCM Notifications

“We Just Do Common Things Uncommonly Well”



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