Case Study

Agile Insurance Unlocked:

Transforming to a fully scalable system and reducing time to market by 80%

fadata

A leading multinational insurance group,

with operations in 10 countries and serving 19 million customers, grappled with significant operational inefficiencies due to fragmented systems, extensive manual processes, and limited scalability. Now, the group enjoys harmonized, crossentity operations with streamlined workflows, and has laid a foundation for scalable, future-ready insurance operations.

Key Business Wins

Benefit Area	*Outcome*
Product Launch	80% faster time-to-market; ability to replicate products with speed to seam lessly create campaign-ready offerings
Policy Processing	From 50 – 100 manual policies/day to 3,000 – 5,000 automated policies/day
Licensing & Maintenance	40–50% reduction in software-related operational costs
Claims Handling	Manual multi-day workflows replaced by one-click, fast-track processing, achieving 15+% increase in claims handled daily
Configurability	Reuse of up to 85% of configurations across entities
SaaS Transition Readiness	Zero client-side maintenance under SaaS model; continuous updates included
Customer Experience	Seamless digital journeys with mobile-first capabilities. Significant reduction in time to file a claim – from manual/calling the insurer to now purely digital.
Quote Issuance	Dynamic quote generation through customer portals in seconds

The Business Challenges

Becoming fully digital to enter a new business era. The insurance group was hyper-aware that it needed to be competitive, modern, and fast where new generation policy holders were concerned.

- The multinational insurance group faced significant operational inefficiencies stemming from a patchwork of diverse legacy systems across its various entities, each with its own configurations, data structures, and processes.

- A lack of standardization meant extensive manual work to bridge gaps between systems. Process reengineering per country not only slowed down operations but also increased the risk of errors and compliance issues. It also required unnecessary continuous skill development.

- Existing infrastructure offered limited scalability, making it difficult to quickly adapt to changing business needs, integrate new markets, or launch innovative products across multiple regions in a consistent and cost-effective manner.

The Solution

Fadata paves the way for consistent cross-entity performance, lower operational costs, and faster innovation.

The multinational insurance group has overcome its challenges by adopting a high degree of configurability and robust multi-tenant support. The group's fragmented IT landscape has been replaced with a harmonized, scalable, and agile operation which has simplified system management empowering them to be more efficient and to ramp up growth across geographies

- Setting up a Centre of Excellence the insurer's internal IT team benefits from training, guidance and support by Fadata experts, supporting them to drive ongoing transformation.

- The insurer can now tailor processes, products, and workflows to meet the specific regulatory and operational needs of each country, without the need for extensive custom development. They have the flexibility to rapidly launch new products and adapt to market changes much faster, while also seamlessly integrating with external systems.

- No longer grappling with siloed systems, the insurer enjoys a unified, and most importantly, stable platform architecture that can serve all business entities from a single instance, while still allowing appropriate data separation and operational autonomy where required. The insurer has reduced duplication of effort and can now
share best practices across the group which has enabled them to move away from silos and spaghettis towards an industrialized future-ready state

How did we get there –
The Transformation Journey

Configured for cross-entity rollout – Our client is focused on developing policy administration eco system, which includes Product & Services for the wider Insurance group, on a centralized core insurance platform (INSIS) using their internal Center of Excellence. Fadata team partnered with the client in not just providing the core platform but also helping up-skill the Center of Excellence staff on an on-going basis.

Measurable Results

Next-gen core insurance technology has achieved this insurance group key performance gains. The insurer is now enjoying the positive impact that this highly successful transition has made to their bottom line.

- In just 2 years, the group has gone from 5th in the market, to being ranked in the top 3 in several European countries, indicating a strong regional presence.

- The transformation made a significant impact on the multinational insurance group's operations, enabling them to take a market share as high as 40% in some lines of business.

- The insurer's product rollout times have been reduced by approximately 15%, enabling them to launch products across multiple regions in significantly less time. The insurer can replicate products with lightning efficiency. In fact, marketing product versions can be added with just one-click.

- The insurer has increased automation by 25%. By streamlining core processes, they have managed to minimize their manual tasks while also improving accuracy.

- This means significant cost savings. By making the internal processes more efficient .... and adopting a standardized platform, the insurer has actually been able to cut operational expenses by 40-50%. Thanks to automated, one-click quotes the insurer can now serve more clients daily. They have managed to increase quote output significantly and close to 20% more claims are being processed.

- The group now has the superpower to scale and innovate with agility. They can reuse up to 85% of configurations across entities, strengthening their agility to meet their
business goals.

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About Fadata

Fadata boasts the super-power to build the future of insurance. With a heritage spanning over more than three decades, we are a leading provider of solutions for insurance companies globally and offer a highly flexible SaaS model. Together with our customers and our partners we have created an expert community that is driving customer engagement, innovation and business value, making change happen and impacting millions of people's lives every day.

Fadata has clients in over 30 countries across the globe. Headquartered in Munich, with international offices in Spain, Bulgaria, Denmark, Serbia, Peru and Malaysia, Fadata is backed by the private equity firms Riverside and Lowell Minnick.

For more information

To discuss your business's needs and how we can help, please contact us at:
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