CASE STUDY

Legacy to Futureproof:

Unifying systems for regulatory and operational excellence across entities.

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fadata

Introduction

One of Europe's largest internationally active insurance groups with multiple national entities sought to modernize their fragmented legacy systems. With a view to consolidating operations into a single, standardized platform, while maintaining flexibility to address local market needs, Fadata was selected to make the transition a highly successful one. This insurer has upgraded to the latest version of INSIS, establishing a new, consistent operational model.

The Business Challenges

This major insurance group sought to maintain its momentum amid a rapidly evolving insurance landscape. However, the complexities and difficulties of a transformation posed many challenges...

The insurers **lacked the flexibility to adapt to changing markets** and their limited capabilities hindered their ability to expand into new markets. Adapting to evolving regulatory environments, customer expectations, and competitive pressures also posed a challenge.

The insurers couldn't meet the expectations of modern policyholders. A **new generation of digital-first customers demand seamless, self-service experiences** including one-click processes, mobile-first interactions, and minimal human involvement. The insurer was restricted in how they could modernize customer engagement channels.

The insurers were facing **over-customized legacy systems which had become rigid and difficult to upgrade**, with no clear path forward. This held back their ability to react and adapt with any kind of haste and was costly.

Their **slow product development, policy issuance, and claims processing,** the insurer had become heavily reliant on manual intervention for operational workflows.

The group's IT team had to navigate balancing the needs of multiple stakeholders during their transformation. **They needed to align the needs and priorities of many business units**, all while being considerate of resistance to change.

The Solution

This insurer continues to choose Fadata. Having served the business needs of this insurer previously, a new collaboration was formed in 2022 when Fadata addressed their business and transformation pain points to win the ongoing business. Now, the **client has moved to Fadata's latest version of INSIS with a cloud-ready set-up creating a unified, multi-entity business.**

AGILITY WITHOUT COMPLEXITY

The insurer has adopted the quick and easy out-of-the-box configuration capabilities of INSIS and is utilising them to respond rapidly to new market demands. They also have the agility to navigate the regulatory landscape with ease. All this, without heavy customisations.

ALWAYS CURRENT

Thanks to regular, non-disruptive updates, the insurer is enjoying a system that stays current with the latest features and compliance needs. The insurer can rest at ease knowing that maintenance and risk responsibility is reduced and that they are saving on IT overheads.

SCALABLE OPERATIONS

The insurer is now able to replicate products across entities and potentially borders with up to 85% of product being reused - saving significant time and expense. Not only are they are enjoying speedy deployment of insurance products across entities, they are also able to accommodate the local regulatory and consumer nuances.

UNIFIED DATA & COMPLIANCE

The insurer can now sync data across international operations, enhancing decision-making, reporting accuracy, and compliance alignment in multiple jurisdictions. Looking ahead, unified data structures, improved risk visibility, and simplified treaty administration across regions will enable streamlined reinsurance management.

TRUSTED PARTNERSHIP

The insurer has direct access to guidance, continuous improvements, and proactive problem resolution from Fadata's expert team. They are afforded with the confidence of an ongoing partnership with aligned KPIs, that supports their growth and delivers reliability so that they can focus on innovation.

DIGITAL- FIRST CULTURE

The insurer has been able to align group-level requirements such as group-wide business and technical standards, automating workflows across entities and departments. They have also encouraged a more agile, digital-native mindset within the organization which is accelerating collaboration.

Measurable Results

With a unified system, shared mindset, and the fundamental agility to scale, the insurer has accelerated growth and gained speed and efficiency. The proof is in the performance:

Simplified rollouts

Up to 85% of features reused between entities, enabling faster time-to-market and quicker adaptation to change.

Operational capacity

Significant boosted capacity, reducing complexity, shortening policy processing times, and enhancing agility.

Customer satisfaction

Digital-first experiences simplified claims filing, improving engagement and loyalty.

ABOUT US

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.

CONTACT US

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

info@fadata.eu
www.fadata.eu