Cygnet Infotech

South Africa's leading insurance firm reduced 30% of its manual efforts with automation and legacy system modernization

COUNTRY
South Africa

INDUSTRY
BFSI

About Client

Business Requirement

Our Solution

Tools & Technologies

Business Outcome

About Client

The client is a leading insurance firm in South Africa, delivering needs-matched life insurance products and policies such as individual life cover and group risk cover to employees, along with funeral offering to individuals and companies.

Business Requirement

- Replace legacy systems that lacked many functionalities and had inconsistent frameworks; hence led to a shortage of qualified development team in-house

- Ability to make changes and add new features to the existing system, by moving to the latest technology stack

- The insurance underwriters took 6 to 7 weeks to evaluate and analyse the risks involved in insuring people and assets

- Data collection and Manual data processing methods were often inaccurate and lead to data silos, which were time-consuming and expensive

- Develop various module systems that could efficiently manage the data

Our Solution

- Developed a solution for internal and external users that digitized the insurance process with reduced manual work

- Architected a new solution, enhanced & replicated the functionalities, managed defects to provide an improvised and upgraded system

- To ensure no historical data is left behind, implemented a seamless data migration

- Provided an individual portal for users to fill the details with automated validation of cover proposal process for simplification of the complex workflow of filling lengthy forms and uploading documents on behalf of the users

- Automated report generation to accelerate the process of fetching and sending the details for testing and determine the eligibility of the individuals and companies

- Implemented automation to enhance the distribution model for the seamless decision-making process to determine the relevant policy for individuals

- Designed a reward module to incentivize loyal customers on policy maturity

- Integrated a smart blockchain enabled digital signing solution for managing documents with ease

- Extended 24*7 technical support for easy bug fixing

Tools & Technologies

Microservices   ASP.NET   TS   Microsoft SQL Server   git   Azure Data Factory

Jenkins   Octopus   Chrome   Edge   Safari

Business Outcome

Reduced **30%** manual efforts with automation and system modernization

Improved system performance with faster turn-around time

Business-ready system to accommodate exponential customer growth

Efficient monitoring and tracking of processes and functions

Enhanced user interface and easy-to-use platform

Cygnet Infotech

Established in 2000, Cygnet Infotech works with clients across 35 countries and has a strong team of over 1000 employees. Cygnet Infotech's offerings range from IT Services, Technology Products, and Tax Technology solutions. Aligned with its vision of providing technology enabled business solutions, Cygnet Infotech delivers end-to-end solutions for clients' most pressing business needs.

Cygnet Infotech's Technology Services enables clients to accelerate growth and optimize business operations through, Product Engineering, Bespoke Solutions, IT Modernization, Automation, Implementation Services, Risk Mitigation Services, Information Security & Compliance Services, and IT Staff Augmentation.

Cygnet DIGITAL ENGINEERING SERVICES

Cygnet DES is a partner to clients in the competitive market space and deploys a consultative and customer-centric approach.
Its solutions range from standalone bespoke development and managed services to building connected ecosystems across the enterprise and developing smart systems by leveraging emerging technologies like AI, Blockchain, and Hyperautomation.

✉ inquiry@cygnetinfotech.com