

AdInsure delivers fully digitized and agile insurance broker solution in the cloud

AdInsure for industrial brokers allowed Adacta's client to fully digitalize all its front and back-end processes, enhance the user experience, and set up an agile cloud-based technology platform. On top of that, the client was able to launch a full line of standard and industrial insurance-specific products while streamlining operations across international markets.

The challenge

After evolving and growing over the years, the client's IT system landscape has reached the end of its lifecycle. The client began experiencing the burden of legacy technologies, such as a significant drop in the support service levels provided by vendors.

The company's various business units were using disparate IT systems, tools, and forms to support numerous business processes. Data had to be manually entered across different systems, causing inefficiencies and resulting in low data quality.

As a result, it became extremely challenging and costly to adapt to new customer and market requirements, such as launching bundled coverage products and working across international markets.



About the client

The client is an industrial insurance broker specializing in transport solutions for national and international logistic companies and large construction projects.

Client's brokerage supports companies in all insurance-related matters, from developing custom insurance solutions to actively supporting customers in handling damage events and even brokering reinsurance contracts.

Modernization goals

The client decided to fully digitalize its operations and was looking for a solution to:

- Standardize business processes across different lines of business
- Accelerate time to market for new products and services
- Improve communication and collaboration with clients and insurers
- Enhance the user experience and optimize access to data
- Drive transparency and facilitate integration with modern technologies
- Acquire future-proof technology that ensures readiness in the long run
- Create the capability to bundle various coverages and create comprehensive insurance products for a broader market
- Streamline the new business and policy process across international distribution partners



The solution

Adacta and the client worked together to design a solution that would meet all the client's needs and requirements.

Adacta has architected and developed a solution built on its leading AdInsure insurance platform that provides all the features a modern insurance industry broker needs:

- Communication platform
- End-to-end placement process management
- Document management system
- Master data and customer management
- Premium accounting system
- Contract and claims management system

Project methodology

Due to the project size, process complexity, and the need to integrate multiple technologies, the solution was implemented over multiple stages using the agile approach.

Adacta's team that worked alongside the client's employees consisted of:

- Project managers
- Project architects
- Business and technical leads of the relevant streams
- Business analysts
- Configuration specialist
- Developers
- Quality Assurance
- DevOps



Project results

The new solution is a fully digitalized cloud-based insurance broker system that includes:

Fully digitalized broker processes

Product design and configuration tools

Unified user experience

Fully cloud-based deployment capabilities

Support for all standard and custom insurance products

Ability to migrate to an agile future-oriented technology platform



About Adacta

Adacta is a leading software provider for the insurance industry. Its insurance platform – AdInsure – provides Life and P&C insurers with a future-proof way to streamline their operations and processes. Since 1989, Adacta has spent decades helping insurance organisations grow their digital capabilities and drive increased profit. Their mission is simple: Empower tomorrow's industry leaders to realise their potential through technology. AdInsure comes with client and analyst praise and is continuously featured in Gartner Magic Quadrant and a winner of the XCelent Technology Award 2021 in Life insurance platforms Europe.

