HCLTech | Supercharging Progress™

Integrated, unified cloud platform for a global insurance provider

HCLTech architected a bespoke Salesforce solution that eliminated redundancies and brought transformation

Our client is recognized as a prominent global provider of insurance, annuities, and employee benefit programs. With a remarkable operational history spanning over **150 years**, this well-established company has become widely known and caters to approximately **90 million customers** across **60 countries**. Being a leader in various critical markets, the firm aimed to enhance its services by embracing digital transformation.

The Objective:

The client needed to go back to the drawing board and required a ground-up, enterprise-wide digital transformation strategy that would ensure their continued leadership position in the digital era. They had the need for a world-class user experience for their customers and wanted a single point-of-entry for all their applications. Finally, they also wanted a comprehensive data architecture that would eliminate data-related issues and provide a clear view of the company processes and data flows.

The Challenge:

Being a large, multinational conglomerate, the company was deeply concerned about the redundancies that had developed over the years. These redundancies were further compounded by a fragmented data management policy and the lack of a holistic digital strategy.

The company faced the threat of being disrupted by some of its younger, nimble, and more digitally savvy counterparts. Other difficulties that the company faced included disjointed application suites, an outdated user experience and poor performance in important applications. They were riddled with problems in cross-collaboration across different teams and the lack of a scalable platform further increased their challenges.

The Solution:

They required a partner with a distinguished track record of implementing digital transformations, and thus, the client reached out to HCLTech. Since the company had a sprawling cluster of offices that served nearly 100 (90) million customers, the digital transformation exercise would need to be thorough, addressing all the operational aspects of the company.

Knowing this, HCLTech's experts conducted a deep-dive analysis of the company's as-is situation and superimposed it with the solution they had in mind. HCLTech's team of experts instinctively knew that Salesforce would be the ideal cloud partner for the company. Integrations were done through DWH, Poseidon, DocuSign, TESSI, and MediaTech. The HCLTech team executed this project using an agile delivery model to minimize the scope of error. All stakeholders were informed of updates through daily scrum meetings and had access to a detailed sprint backlog file that gave them a 360-degree view of the scope and progress of the project.

In light of the company's mandate to provide the best experience to its users, HCLTech went above and beyond mere technology implementation and oversaw all aspects of the transformation, including strategy, governance, and solution evaluation. The same care was displayed in several architectural considerations as well. This holistic approach to digital transformation was a phenomenal success and the client was immensely satisfied with the results.

The Impact:

HCLTech's solution revitalized the client's processes, improved application latency, and instituted a data governance framework that eliminated human errors and the need for manual intervention. The team achieved these goals by redesigning the customer care application, building a cloud-based customer community, migrating the client's disjointed applications suite to Salesforce industries, and integrating event monitoring and encryption capabilities into the platform. Through this unified platform, the client has now been experiencing smooth operational flows and the following benefits:
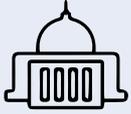
- Central governing body through Salesforce CoE
- Lower maintenance costs
- Single source of truth for all verticals
- Zero data redundancy
- Improved end-user satisfaction
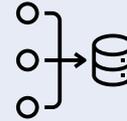
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