HCLTech | CyberSecurity & GRC Services
by HCL Technologies

Insurance Cloud On **AWS**

Powered By CloudSMART

The challenges insurance industry is facing

High maintenance cost of legacy IT

70% of an insurer's **IT budget goes on maintaining** their legacy system – PWC

High cost of compliance

6% of total operating costs is the **annual cost of compliance** for European insurers – European Commission

High cloud migration failure rate

50% of **cloud migration projects stall or fail** as many become too complex or over-budget - AXIM
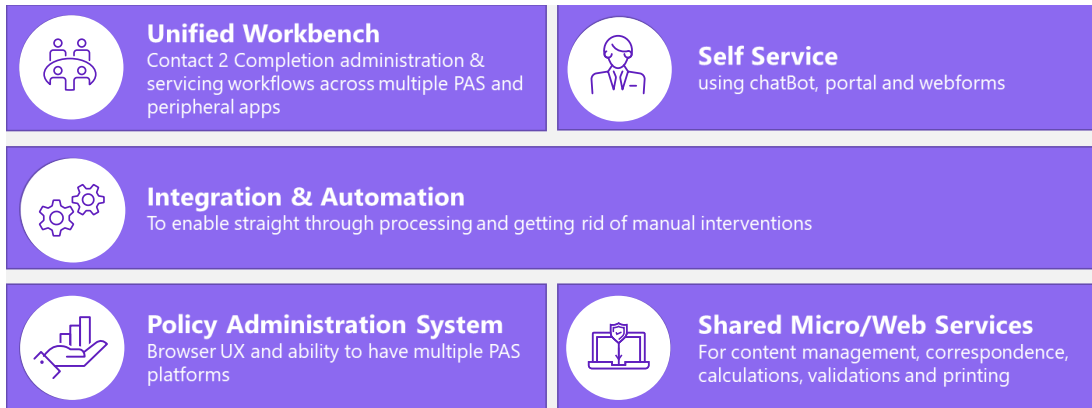
The Big Trends In Insurance Market	• Increasing legacy IT and regulatory risk
	• Provide digital offerings to enhance customer experience and outcomes, grow and increase profitability
	• Increasing regulatory and security requirements
	• Promise of cloud
	• Use and apply data for business outcomes
	• Increase efficiency and productivity

What Is Insurance Cloud?

HCLTech Insurance Cloud is a ready to use environment with tools and services made fit for purpose for your specific operational requirements. It is an end-to-end insurance tech stack on AWS cloud, provided as a fully managed and regulatory compliant solution with flexible options for policy administration and servicing operations.
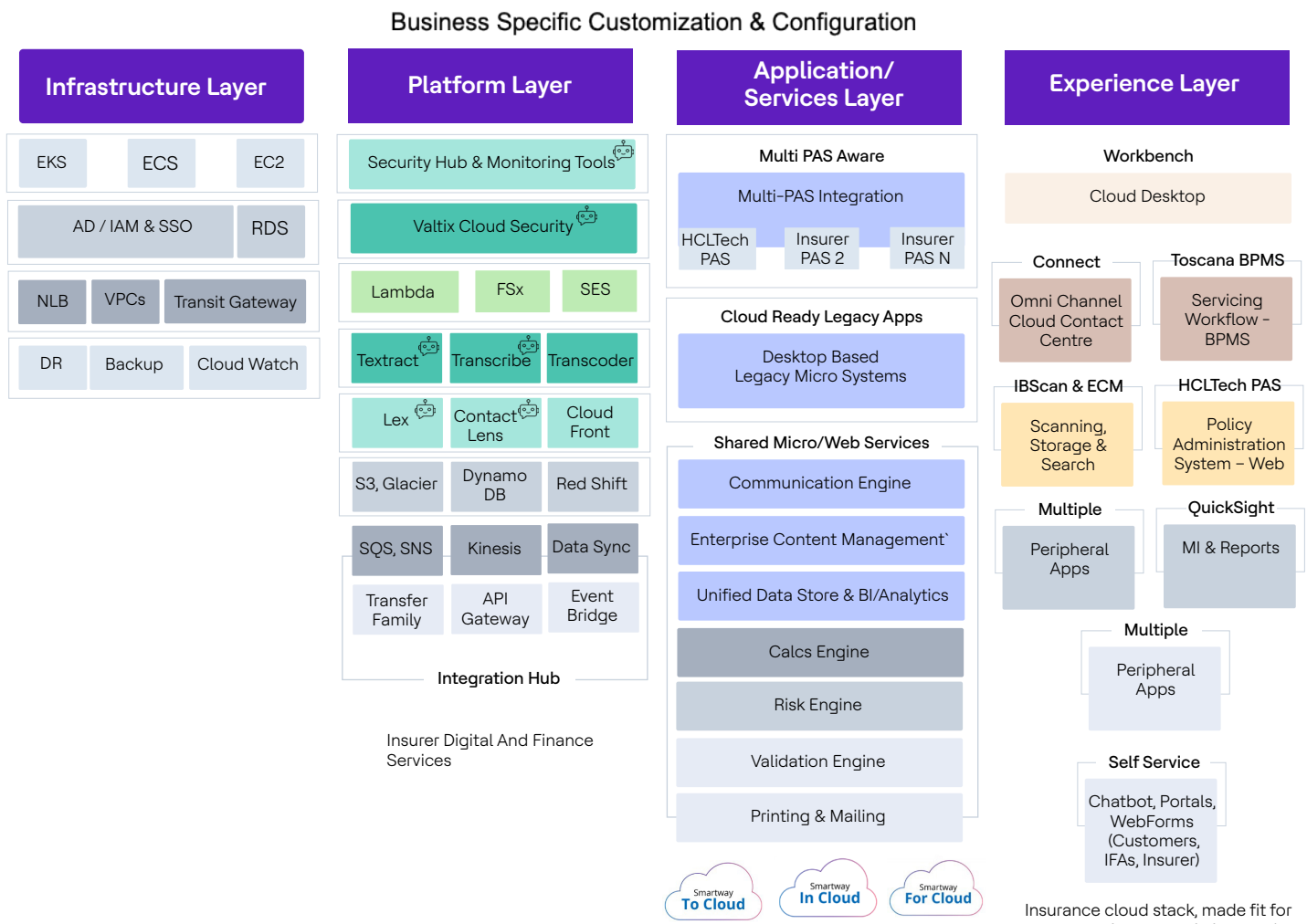
Insurance Cloud On aws

Modern Secure Compliant Economical Resilient

Unified Workbench
Contact 2 Completion administration & servicing workflows across multiple PAS and peripheral apps

Self Service
using chatBot, portal and webforms

Integration & Automation
To enable straight through processing and getting rid of manual interventions

Policy Administration System
Browser UX and ability to have multiple PAS platforms

Shared Micro/Web Services
For content management, correspondence, calculations, validations and printing

The Insurance Cloud Stack

Cloud first & native, micro services architecture with machine first approach

Business Specific Customization & Configuration

Infrastructure Layer	Platform Layer	Application/ Services Layer	Experience Layer

Infrastructure Layer
- EKS
- ECS
- EC2
- AD / IAM & SSO
- RDS
- NLB
- VPCs
- Transit Gateway
- DR
- Backup
- Cloud Watch

Platform Layer
- Security Hub & Monitoring Tools
- Valtix Cloud Security
- Lambda
- FSx
- SES
- Textract
- Transcribe
- Transcoder
- Lex
- Contact Lens
- Cloud Front
- S3, Glacier
- Dynamo DB
- Red Shift
- SQS, SNS
- Kinesis
- Data Sync
- Transfer Family
- API Gateway
- Event Bridge

Integration Hub

Insurer Digital And Finance Services

Application/ Services Layer

Multi PAS Aware
- Multi-PAS Integration
  - HCLTech PAS
  - Insurer PAS 2
  - Insurer PAS N

Cloud Ready Legacy Apps
- Desktop Based Legacy Micro Systems

Shared Micro/Web Services
- Communication Engine
- Enterprise Content Management`
- Unified Data Store & BI/Analytics
- Calcs Engine
- Risk Engine
- Validation Engine
- Printing & Mailing

Smartway To Cloud | Smartway In Cloud | Smartway For Cloud

Experience Layer

Workbench
- Cloud Desktop

Connect
- Omni Channel Cloud Contact Centre

Toscana BPMS
- Servicing Workflow – BPMS

IBScan & ECM
- Scanning, Storage & Search

HCLTech PAS
- Policy Administration System – Web

Multiple
- Peripheral Apps

QuickSight
- MI & Reports

Multiple
- Peripheral Apps

Self Service
- Chatbot, Portals, WebForms (Customers, IFAs, Insurer)

Insurance cloud stack, made fit for purpose using your existing stack and our proposed stack. Best of both worlds achieved with CloudSMART transformation strategy and approach.

HCLTech Product/IP | Amazon/AWS Product/Service | Other 3rd Party Products/SaaS | AWS AI/ML Platform Services

The Benefits

- Pre configured compliance and data security to meet regulatory requirements, drastic IT & regulatory risk reduction and meeting operational resilience requirements
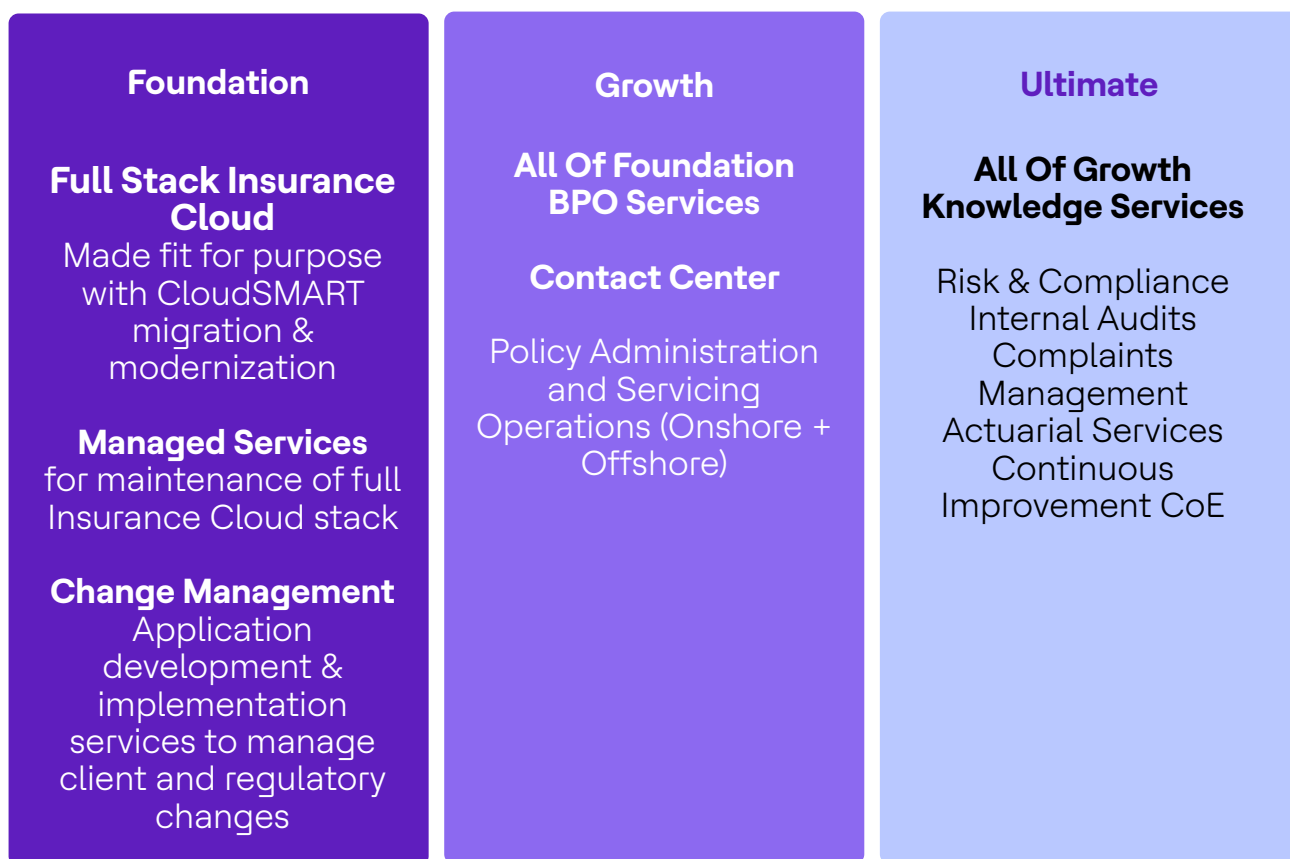
- Modern digital capabilities like omni channel contact center, straight through processing workflows with automation, cloud based policy admin and unified view of data/reporting

- Higher outcomes and savings Over 25% productivity enhancement, 70 % TAT improvement and 50% complaints reduction

Solution Options

Foundation

Full Stack Insurance Cloud
Made fit for purpose with CloudSMART migration & modernization

Managed Services
for maintenance of full Insurance Cloud stack

Change Management
Application development & implementation services to manage client and regulatory changes

Growth

All Of Foundation BPO Services

Contact Center

Policy Administration and Servicing Operations (Onshore + Offshore)

Ultimate

All Of Growth Knowledge Services

Risk & Compliance
Internal Audits
Complaints Management
Actuarial Services
Continuous Improvement CoE

To find out more, please reach out to:

Mani Nagasundaram

Senior Vice President, FS – Strategic Initiatives, HCLTech

Sumeet Anand

Global Director Change & IT HCLTech Insurance Business Services (IBS)

Mahesh Subramanian

Global Industry Principal FS, CloudSMART, HCLTech

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