



## Case Study

# Experience Transformation Through Infrastructure Modernization and Persona-Driven Services for a US-Based Reinsurer

## Client

Leading US-Based Insurance firm which has interests in reinsurance, distribution, and asset management.



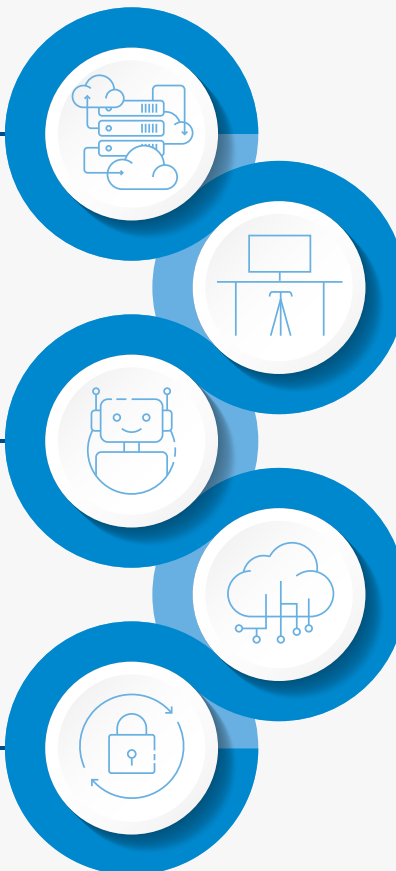
- ✓ Poor network performance.
- ✓ Poor user experience with end-user Compute and Voice solution.
- ✓ Legacy/ outdated infrastructure, leading to long lead times for implementing changes and managing operational issues.
- ✓ Lack of technology innovation.
- ✓ Complex commercial model.

## LTIMindtree Solution

Designed a future-proof Enterprise IT infrastructure with Cloud-First principles.

Deployment of next-gen ITSM stack enabled with self-service and AI-based chatbot capabilities.

Comprehensive security controls and enhanced security posture through a best-in-class security product suite.



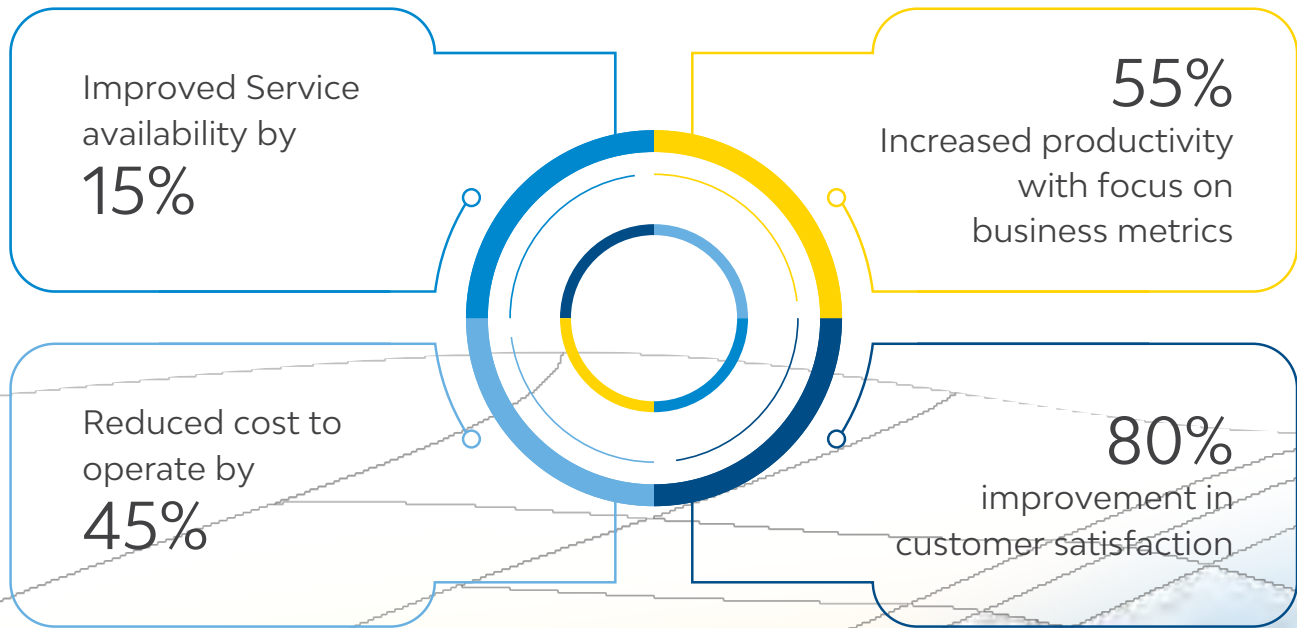
Digital Workspace solution for end users, with an objective of a Persona-based and seamless user experience.

Auto deployment through Intune and Microsoft Azure AD.

MS Teams-based Unified Communications, including voice, audio-video conferencing, and collaboration.

Software-defined scalable network infrastructure for ubiquitous connectivity via Cisco Meraki-based solution.

## Business Benefits



**LTIMindtree** is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 81,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree – a Larsen & Toubro Group company – combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit <https://www.ltimindtree.com/>