Case Study

Leading Insurer Seamlessly Deploys Oracle Integration Cloud to Deliver Exceptional CX

Client

The client, one of Scandinavia's largest commercial life insurance/pension companies, serves attractive pension solutions to around 0.3 million customers. They are part of many customers' life stories – through working life, during life crises and through old age.

Challenges

As part of a cloud-first strategy, the client intended to move 40+ applications out of its existing data center to cloud infrastructure in strict timelines due to a de-merger.

The on-premise integration platform was not aligned for the cloud.

Disparate tools and methodologies used to integrate systems with complex integration landscape - internal, external, and multi-cloud systems.

Controlling access and reporting on performance in a more structured & streamlined manner.

Integration and solutions were not easily scalable.

Governance and monitoring across the heterogeneous application/systems.

LTIMindtree Solution

- Assessed and evaluated Integration Platform-as-a- Service (iPaaS) products.

- Prepared comprehensive assessment report comparing various iPaaS.

- Devised integration landscape strategy for the client.

- Consolidated the integration with OIC across technologies and defined integration patterns, best practices, principles & polices.

- Recommended and implemented Oracle API gateway cloud service for segregating internal, external, and other cloud systems. Also introduced end-to-end API life cycle management and governance.

- Governance model drafted around users, groups, and roles; integrating with Azure Active Directory.

- The new enterprise integrated platform includes an issue tracking system, agile development dashboards, code versioning and review, continuous integration, and delivery automation.

Business Benefits

Improved ease of doing business with partners and agents through APIs and developer portal.

Improved customer experience by digitizing and automating end to end policy creation process.

3x faster time-to-market to launch a new feature.

Minimized IT costs (Capex) up to **40%** by adopting Oracle iPaaS.

Reduced maintenance and support costs by up to **30%**.

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