



**Case Study:** Insurance

# P&C Insurer Streamlines Document Management and Workflow

Application modernizes legacy core systems to improve day-to-day business operations.

Faced with legacy systems that were nearing end of life, this global property and casualty (P&C) insurer's CEO wanted a standardized, modern platform for document management and workflow. The current system required different versions in each of the 54 countries in which the company operates, creating complexity and limiting scalability. The aging technology was no longer supported, and the system had to be brought down for updates. Further, system changes required a lead time of up to six months. In addition, the company's underwriters and brokers are largely millennials who expect efficient systems, real-time digital capabilities and rich user experiences.

As the company's long-time strategy and systems integration (SI) partner, Cognizant had been managing the existing system for more than a decade and knew the insurer needed

## At a Glance

When the CEO of this global P&C insurer envisioned a global standard for document management and workflow, he turned to the company's long-time consulting and SI partner, Cognizant. We led the greenfield project in collaboration with multiple vendors. We developed and deployed a customized document management and workflow platform to more than 10,000 users in a multicountry, multi-year rollout, ultimately migrating more than 500 million documents and equivalent data.

## Outcomes:

- Reduced operating costs by 30%-40%.
- Improved underwriting speed by 23%.

# Simple, scalable platform can be used anywhere, anytime

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## Custom-built framework

We migrated more than 500 million documents.

a simpler, scalable platform that could be used anytime, anywhere. Our extensive knowledge of the existing system and the company's business operations, coupled with our industry-leading FileNet capabilities and established technical competencies, were key differentiators that led the company to engage Cognizant to lead the project. We proposed transforming the insurer's document management and workflow processes by building a custom platform that would centralize and standardize document management and provide workflow and document storage. The company also engaged a third-party user interface vendor to enhance the application's user experience.

Using an iterative delivery model, we collaborated with multiple vendors on this greenfield project to develop proofs of concept and define a strategy and roadmap for transformation. We led the effort to redesign more than 40 legacy interfaces, including the data model, data interfaces and document interfaces. Requirements gathering was done on a regional rather than a country-specific level and was included either as part of the core functionality or in local customizations.

Our interactive and prototyping teams worked with designers and architects to develop prototypes and streams for user acceptance, interfaces, document redesign, migration and quality assurance. This enabled close coordination between our teams and the other vendors to ensure the multiple technologies were bundled together.

- Reduced infrastructure costs by 40%.
- Increased transaction volume by 20%.

Our custom-built document management framework enabled us to migrate more than 500 million documents. We conducted user workshops across geographies to get users up to speed with the application's real-time interfaces and analytics, ultimately deploying it to more than 10,000 users globally across North America, EMEA, Latin America and Asia Pacific. The platform is now live in 10 countries and is expected to go live in 44 more during 2019. Positive feedback from users has resulted in additional leads for the company.

To date, the reusable and standardized platform has reduced operating costs by 30% to 40%, improved underwriting speed by 23% and reduced infrastructure management costs by 40%, and it will increase transaction volume by 20%. Real-time, digital interfaces access the core policy administration system and integrate with underwriting, claims and policy management, eliminating rekeying of data. The system's user-friendly, web-based interface is accessible through the intranet, which enhances the user experience. Establishing a standardized base and consolidating country-level requirements into regional requirements enabled an unprecedented level of document and data migration, leading to a truly global model.

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## About Cognizant Insurance

Cognizant is a leading global services partner for the insurance industry. In fact, seven of the top 10 global insurers and 33 of the top 50 U.S. insurers benefit from our integrated services portfolio. We help our clients run better by driving greater efficiency and effectiveness, while simultaneously helping them run differently by innovating and transforming their businesses for the future. Cognizant redefines the way its clients operate—from increasing sales and marketing effectiveness, to driving process improvements and modernizing legacy systems, to sourcing business operations. Learn more at <https://www.cognizant.com/insurance-technology-solutions>.

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## About Cognizant Digital Systems & Technology

Cognizant Digital Systems & Technology works with clients to simplify, modernize and secure IT infrastructure and applications, unlocking the power trapped in their technology environments. We help clients create and evolve systems that meet the needs of the modern enterprise by delivering industry-leading standards of performance, cost savings and flexibility. To learn more, contact us at [simplify@cognizant.com](mailto:simplify@cognizant.com) or visit [www.cognizant.com/cognizant-digital-systems-technology](http://www.cognizant.com/cognizant-digital-systems-technology).

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## About Cognizant

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at [www.cognizant.com](http://www.cognizant.com) or follow us @Cognizant.

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