

Auto Insurer Upgrades to a Cloud-Based Insurance Platform

Overview

An insurance company was using old systems that made it hard to grow or offer new online services. To fix this, they switched to a cloud-based SaaS platform. The project included moving their data, connecting systems, and building a new reporting tool. This helped them work faster, understand their data better, and get ready for future digital services.

Client Background and Challenge

A specialized insurer offering private motor and fleet vehicle coverage was limited by its outdated, custom-built system. The legacy platform, built on an older database and rigid interface, was hard to maintain, difficult to scale, and not suited for future digital needs. To modernize operations, the insurer initiated a discovery phase to replace its legacy system with a cloud-based solution. The goal was to introduce an integrated insurance platform, finance management system (FMIS), and document automation tools, while reducing the burden of system support and maintenance.

The transformation aimed to not only support existing offerings but also enable new lines of business in domestic and commercial insurance. Future digital capabilities would include online quoting, policy purchase, account and billing access, claims notification, and real-time claim tracking—all through user-friendly digital channels.

By adopting a SaaS-based ecosystem, the insurer positioned itself for long-term scalability, operational efficiency, and faster time-to-market for new services. The shift from legacy infrastructure to a modern, cloud-native environment also ensured enhanced data security, compliance readiness, and better customer engagement across all touchpoints.

Our Approach and Solution

To support its digital transformation journey, the insurer partnered with a specialized consulting and technology team to identify and implement a future-ready insurance platform. The initiative marked one of the first full-suite, greenfield cloud implementations in the region for a specialized insurance provider. The project delivered a complete suite of cloud-based insurance applications, fully integrated with a new finance management system (FMIS) and an advanced document production solution. The team also led data migration from legacy systems and developed a new reporting suite using native tools from the chosen cloud platform. A key success factor was the seamless integration with vehicle agents, enabling real-time exchange of policy data during the quote and purchase process via secure web services. This real-time interaction was essential to support the insurer's core digital experience and sales workflow. The transformation required deep collaboration across multiple streams, each with unique delivery methods and tools prescribed by the cloud platform. As part of the mobilization phase, the entire delivery team underwent certification and enablement to align with platform-specific practices, ensuring consistency, quality, and long-term sustainability of the new environment.

Throughout the development phase, the delivery team worked closely with the platform's cloud assurance services to ensure all code met strict quality standards and aligned with the platform's frequent release roadmap. This proactive engagement helped maintain stability and future compatibility as new features were continuously introduced. Spanning over 18 months, the program involved parallel system deployments and complex integrations, including the adoption of a modern finance management system (FMIS) and a customer communications platform for document generation and delivery. One of the major challenges involved data quality from the legacy system, which lacked enforcement of data integrity rules. Extensive cleansing was required before migration could begin. A dedicated team of data analysts worked intensively to prepare, validate, and stage the data, ensuring a smooth transition before the go-live phase. A new reporting suite was also implemented, delivering comprehensive insights across policy, billing, and claims data—supporting both financial and operational decision-making. The platform went live on time and within budget, and now forms the digital foundation for the insurer's core operations and growth plans. Post go-live, ongoing support services are being delivered across multiple levels to ensure system stability and user satisfaction.

Business and Community Impact

With a flexible cloud platform and seamless integration capabilities, the insurer is now equipped to scale rapidly and expand into new lines of business beyond its current offerings.



The modernized system enables exploration of emerging technologies such as telematics and innovative models like on-demand insurance, positioning the business to stay ahead of industry trends.



The new system allows the business to scale quickly, opening the door to add new lines of insurance products beyond its current portfolio.



By removing slow, manual, and complex internal processes, the solution has freed up operational staff—especially in call centers—to focus more on delivering high-quality customer service, rather than managing outdated workflows.