

# Harnessing the Power of the Cloud to Boost an Insurance Leader's Business

## Case Study



## Overview

### Harnessing the power of the cloud

A respected insurance company in the US, representing the interests of its agricultural members, needed to rethink its technology investment strategy to address its reducing market share, increasing customer dissatisfaction, and lack of competitiveness.

#### **Zensar's brief:**

Design and deploy a cloud migration solution, factoring in the complexities of the client's on-premises Guidewire application environment.

#### **Beyond the brief:**

Leveraging extensive experience in cloud consulting and implementation, we provided end-to-end support to re-engineer the client's business — with digital infrastructure at the core.



## Challenges

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### Moving to the cloud without business interruption

The client's IT department was under pressure to seamlessly move its technology-enabled business to a cloud platform that would allow it to scale the business and launch service offerings rapidly and build the resilience and agility to respond quickly to changing market conditions.



## Solution

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### Reengineering digital infrastructure to power the business

#### **Phase 1: Consult**

We started with helping the client understand the key challenges involved in the cloud transformation of Guidewire instances:

- The migration would be a complex effort that can take up significant time and cost.
- Any manual mistakes and delays could impact the business, especially in terms of customer satisfaction.

Next, we recommended that the Guidewire instances be tested, along with data on their desired cloud platform, before pushing Guidewire and its configuration on production. And we assumed full responsibility for

- migrating all guidewire applications,
- managing the AWS infrastructure, and
- ensuring optimum performance.

#### **Phase 2: Implement**

We implemented a comprehensive monitoring solution encompassing all applications, so Guidewire developers and customers could get end-to-end visibility in real time. The solution was designed to provide the functionality to mimic many lower environments and test scenarios based on business requirements on a pay-as-you-go basis.

In addition, enabling the client to keep the releases for its QA and DEV environment was a priority. So, we deployed cloud-based services in the QA and Dev environment.



## Impact

### Heightened business agility

- Proactive infrastructure monitoring by using scripts
- Task automation by configuring and integrating Jenkins
- Implementation of SOPs for apps
- Cloud services deployed for QA and Dev

#### **Business outcomes:**

The solution minimized application downtime with effective resolution of app-related issues and enabled rapid scaling and cost estimation in the QA and Dev ecosystem.

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