

Infogain Provides Application Management Support (AMS) Operations for a Singapore Online Insurance Company

Our client is an online insurance company that offers a variety of products including car, travel, health, accident and life insurance.

Challenges

- Client wanted an IT firm to serve as their “preferred partner” by providing seamless AMS support activities in addition to collaborating with their customer support, marketing, sales and underwriting teams
- Client needed customized data extraction and formatting of data from database with relevant constraints and views
- Client needed implementation activities with Mulesoft Anypoint Studio integration tool

Solutions

- Analyzed and streamlined processes to provide better and predictable execution of standard workflows
- Automated manual processes to improve productivity (e.g. creation of business reports, running batch jobs, server monitoring and reporting and alert messages)
- Completed product integrations of an employee benefit portal, partner portal, letter of guarantee web portal and underwriting claims letter generation
- Developed and standardized configuration templates to perform data parsing and data insertion operations using Mulesoft Anypoint Studio integration tool
- Developed automation process that finds new member/claim and checks against the fraud detection system Artemis
- Worked closely with business team to generate reports based on various criteria to improve sales (e.g. writing complex queries, performance tuning etc.)

Benefits

- **Automate for productivity:** Cost savings with automation solutions and streamlined processes
- **Engineer for reliability:** Reduction of errors due to minimum human intervention
- **Speed for value:** Timely availability of business reports for better forecasting

Case Study

Technologies Used



FRAMEWORKS
AngularJS, Spring MVC Framework



OPEN SOURCE DATABASE
Azure PostgreSQL



TOOLS
Apache Maven, JBoss Studio, Hibernate



PROGRAMMING LANGUAGE/INTERFACE
HTML, Java 8, JavaScript, JPA application



SOFTWARE
jQuery, Microsoft SQL Server



PLATFORM
Mulesoft Anypoint Studio

Team Members



Onshore Coordinator/SME



Technical Manager



UI Designer



Technical Lead



Dir. Software Engineer



Sr. Quality Assurance



DevOps specialist