

# Implementation of Cloud-based Insurance Systems Suite for an Auto Insurer in New Zealand



## Overview

Our client is a niche insurer in New Zealand that faced challenges with the legacy systems that hindered them to scale and provide future online initiatives. They wanted a new software-as-a-service (SaaS) based future-ready insurance system across the board to better serve their current client base and future growth aspirations. Tenzing, a TechM company, implemented their partner's Insurance cloud platform, undertook the data migration, and developed a new reporting suite using tools from the partner's cloud platform.

## Client Background and Challenge

The client is a niche insurer in New Zealand. They are part of a global insurance company operating in 48 countries and in the ANZ region. Currently, they provide private motor and fleet vehicle insurance for select vehicles in New Zealand.

Their existing proprietary, legacy insurance system was based on access database and user interface (UI) that was very difficult to maintain and hampered their growth aspirations. The application was also difficult to extend and did not support the client's future online initiatives. The client started a search and discovery phase to look to replace their legacy insurance systems and to introduce a new finance management system (FMIS) and document production services.

They wanted to unburden themselves of the management and support of the future systems. So, they were looking for SaaS based solutions across the board to better serve their current client base and future growth aspirations.

Although the client currently provides private motor and fleet vehicle insurance for selected vehicles, they were also looking to support future domestic and commercial lines of business and provide digital access to all these products in the future for policy quote and buy, account and billing information, claims first notification of loss (FNOL), and end-user claim status updates.

## Our Approach and Solution

TechM's portfolio company, Tenzing and its partner assisted the client in its search of future platform and insurance systems. Tenzing provided management consulting engaging with its partner for the first greenfield, full-suite insurance systems cloud implementation in the ANZ region.

We delivered the new suite of insurance applications and integrated it with the new FMIS and document production suite. Tenzing were also engaged to undertake the data migration and build of a new reporting suite using tools from the partner's cloud platform.

A critical component of the program was to retain a complex integration with vehicle agents whereby policy information is exchanged at the time of purchase via webservices. This integration supports the entire quote/buy process and was fundamental to the program's success.

Although Tenzing is a very experienced system integrator (SI) with the partner, there were different approaches to design, testing, overall methodology and tools that are mandated in the partner cloud.

The initial step of mobilization and inception involved certifying the entire Tenzing delivery team for the partner's cloud platform across all the individual streams

Through development, there was also very close consultation with partner cloud assurance services to ensure code for the cloud platform met all necessary quality control measures and fit with the future roadmap of releases that roll-out more frequently in the cloud platform.

The programme duration was 18 months with parallel deployments and integration to/from business central as the new FMIS and customer communications management for the document production services.

The data quality from the legacy system faced a major issue with data integrity not enforced in the old system. Data had to be cleansed substantially before ready for deployment into the data migration staging area with Tenzing data analysts working long hours to complete the migration prior to the go live.

There was also the introduction of a new reporting suite, providing all financial and operational reporting for policy, billing, and claims data.

The client suite went live on time and on budget and now underpins the client's existing business and supports their exponential growth aspirations. Since the go live, Tenzing has also provided L1, L2, and L3 support services.

## Business and Community Impact

With the partner cloud platform and the ability to integrate easily with external systems and third-party products



The client can now scale dramatically for future growth by adding additional lines of business outside their existing business.



The client can now explore technology platforms such as Telematics and future trends such as on-demand insurance.



Lengthy, manual, and complicated internal processes have been removed so call-center staff can re-focus their efforts with more emphasis on serving customers.

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