Empowering Insurance Systems with Professional Managed Support : Achieving 99% Uptime and 3x Faster Time-to-Market

digitide

Overview

The client is a leading global insurance provider specializing in property, casualty, life, and health insurance products for both individuals and businesses. With a diverse portfolio including tailored solutions for high-net-worth individuals and commercial clients, they sought to enhance system reliability and optimize operations to support their expanding global footprint.

INSURANCE

Objective

Minimize downtime, optimize resource utilization, and maintain compliance while delivering consistent environments and streamlined processes to support the organization's growth and innovation goals.

Business Challenges

Primary challenges include:

- **Delays in Upgrades and Maintenance:** Managed updates and patches reduce delays and risks of running outdated database software
- **High Operational Costs:** Avoid the expense of building in-house expertise with cost-efficient managed services.
- **Limited 24/7 Support:** The client needed round-the-clock support to address critical incidents that affected claims, policyholder services and internal operations.
- **Delayed Rollouts:** Accelerate deployment cycles and time-to-market with automation and streamlined processes.

The Solution

By leveraging DBA and Configuration Management Support as managed services, we ensure the reliability, security, and scalability of customer IT systems. This solution proactively addresses challenges such as database downtime, performance bottlenecks, misconfigurations, and compliance risks.

Value Delivered

Through our proven DBA and CM managed service, Enhanced System Reliability, Improved Operational Efficiency, Tailored solutions adapt to evolving business needs, supporting growth without disruption.   Our ongoing maintenance ensured system stability, minimized disruptions, and provided continuous improvements.

99% Database and Application Uptime	**3X** Time-to-Market Improvements	Reduced – delivery time, dependency, TCO

Business Benefits

High availability system	Integration with business partners	Scalability and Flexibility	Cost Efficiency