

Agile UX Solution for a UK based Insurance Solutions Provider

ATTENTION. ALWAYS.

aspire 
SYSTEMS
attention. always.

THE CUSTOMER

Our customer is one of the leaders in providing general insurance technology solutions in the United Kingdom. They provide technology systems and solutions ranging from distribution and trading capabilities to advanced analytics and solution delivery. They use their technology expertise to provide a package that enables their clients to increase their profitability in insurance areas like home, motor, car insurance etc.



THE CHALLENGE



Burdened with an aging and old user interface, the customer wanted to migrate their insurance back office application to new modernized systems in order to improve productivity and application integration.

Their old framework was mostly dependent on a specific version of IE (Internet Explorer) browser. It was not stable and had problems related to native UI screen loading and browser performance. Besides, the old system was not responsive and was also difficult to maintain and support.

They were thus looking for a **fast and low risk UI modernization solution** that would help to extend the reach of their existing insurance application by quickly introducing a new look and feel while maintaining all critical business rules.

THE SOLUTION



By delivering superior, consistent user experiences in line with end user needs, Aspire's solution provided the customer a key business differentiator that would boost user engagement.

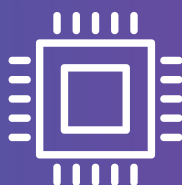


TECHNOLOGY SNAPSHOT

Aspire did a POC for their insurance application and compared it with other UI framework solution. It finally selected Angular JS framework as the most suitable technology to replace the native UI of insurance application for current modern devices and browsers.

Our solution dealt with the following key aspects:

- 1 Responsive design** – Single solution supports different screen resolutions and hardware device browsers independently so that the customer can use any familiar browser for better performance. The application can now be accessed via any latest browser and/or device.
- 2 Split window** – Since our new design is a single page application, we provided this feature. It helps to view two different business module screens in parallel whereas in the native UI all business modules would open as separate popup windows.
- 3 ActiveX component** – This feature is avoided so that the user does not need to alter or reduce the system security level.
- 4** The UI framework is constructed with a lot of **reusable custom directives** so as to make it easier to implement new screens with minimal cost and time.
- 5** The solution supports **customer specific branding**. It allows the customer to customize the skin of the user interface for enhanced look & feel.
- 6** The UI framework is designed as MVC design pattern, so it is **easy to enhance and maintain** the source code of the application.
- 7** The given framework design can consume data from different web services.
- 8 Local cache** – Also developed this new feature to improve the performance of cache data in browsers. It allows the first transaction to pull all the data so that rest of the transactions can take place from local cache. This makes the screen load time faster and more responsive.



AngularJS

BUSINESS BENEFITS



A **high performance** site with **responsive design** adaptable to any screen resolution and a **highly scalable architecture**.

Enabled users to modify data with ease in future without much supervision.



Enhanced end user productivity by leading them through the right steps in the right order in order to complete a transaction. The single page application eliminated multiple navigation steps.

Reduced operational costs significantly.



Overall, the new solution has delivered considerable improvements in **usability, performance, responsiveness and engineering aspects**.

FUTURE IMPACT



By delivering superior, consistent user experiences in line with end user needs, Aspire's solution provided the customer a key business differentiator that would boost user engagement.

In the long run, it would help them see increased customer retention and market share while supporting reduced cost of customer acquisition as well as lower support cost.

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ABOUT ASPIRE

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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