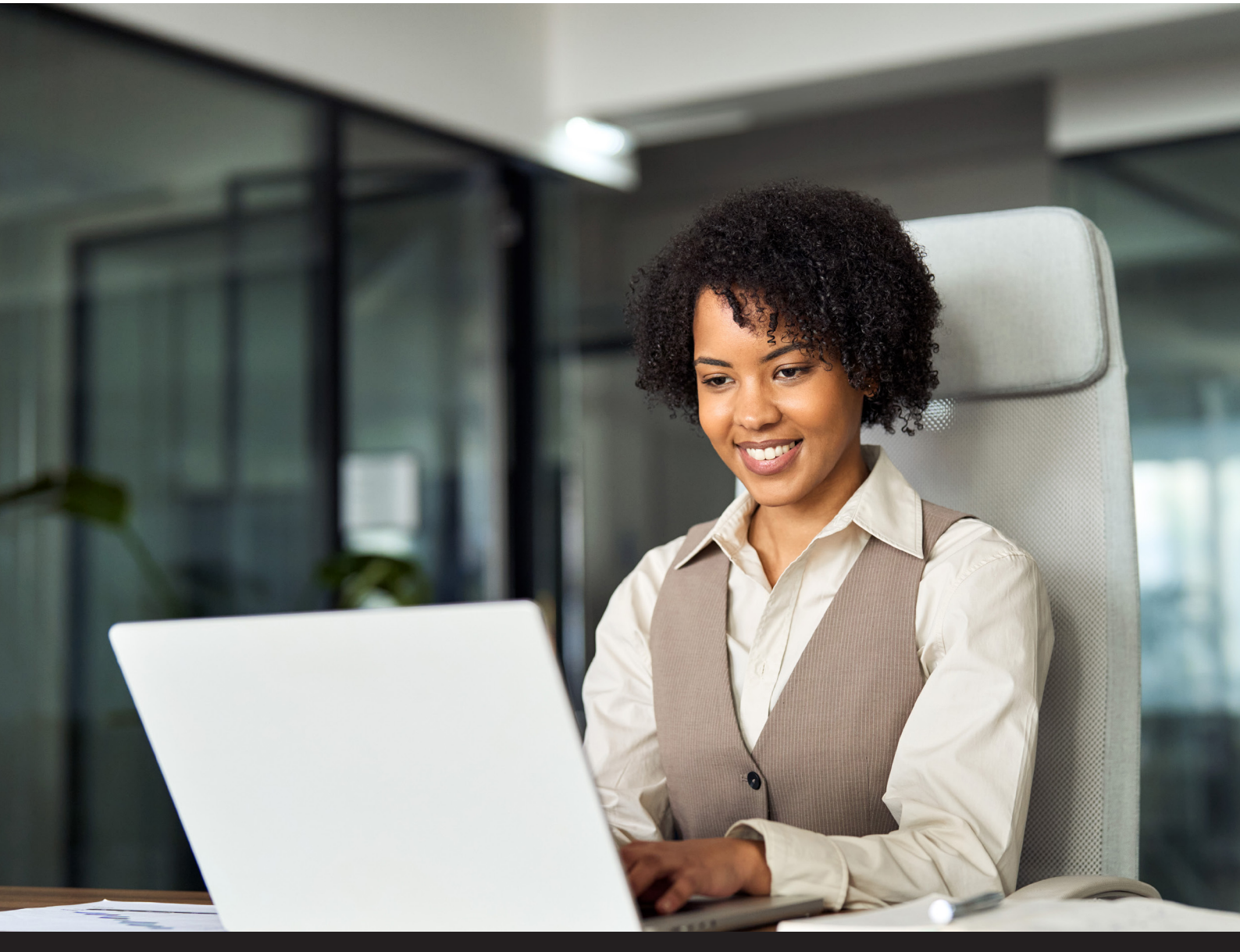




20% faster resolutions, 20% increase in CSAT score: Managed services impact for insurance core system leader





The need

- Leading insurance core provider partners with Aspire Systems to offer one-stop implementation, support services
- One hand to shake model – our customer's clients wanted a single stop implementation & support system, for which this leading insurance core system provider lacked resources
- Cost reduction with better support levels for insurance core provider's customers
- Lack of enough Specialist, Professional, Ace level certifications in customer's internal team
- Resource, geographical & infra limitations to provide 24/7 remote support on configuration, maintenance for its customers

About the Customer

Our customer is an insurance software provider established in 2001 and has emerged as a prominent enterprise software company dedicated solely to developing and providing core systems for the global property and casualty (P&C) insurance industry. Renowned for the functional and architectural uniqueness of its applications, the software provider has 540+customers in 40 countries and is a leader in insurance core systems market.

The need

The software provider sought one or more partners to enhance their services practice and offer a range of services for projects led by them. To achieve this, they were looking for a qualified supplier to provide staff-augmented services, continuing their tradition of collaborating with trusted entities to leverage external expertise and key resources. They specifically required partners whose teams included experts holding certifications across Specialist, Professional, and Ace levels.

» Their main goal was to reduce operational costs while maintaining top-tier support for their worldwide customer

How did Aspire fit the bill?

Aspire Systems was selected to provide remote managed services and a few other services such as application configuration, maintenance, and support for customer configurations within the product. Given the critical nature of this work, we were expected to offer 24x7 coverage, especially when there are issues or events stopping production. Among the essential expertise for our team were in-depth knowledge in InsuranceSuite applications (ClaimCenter, PolicyCenter, and BillingCenter), technical proficiency in Java, MySQL, Oracle, Linux, AWS, and adept troubleshooting abilities.



Managed services category

- First Responders Team (L1/L2 Support)
- CASE Team (L3 Support)
- Cloud Operation Engineers
- DBA
- Testing

Results

- Improved CSAT scores from 7/10 to 8.4/10
- 100% SLA compliance
- ~50% reduction in critical incidents
- 20% increase in overall case resolution
- 80% of customer support cases resolved at L2 level itself
- Reduced the overall regression time by more than 70%
- Total number of tickets reduced by ~25% year-on-year

Our journey with the insurance core provider

- 🕒 **2016** - Developed product for provisioning environments on Cloud, based on specific user needs
- 🕒 **2017** - Started support team with 2 DBAs and started testing team with 4 members
- 🕒 **2018** - Started L2 support team with 2 members and started Cloud Operations engineer team with 2 members
- 🕒 **2019** - Started L3 support services, completed 12 professional certifications, provided 24x7 support by Cloud Ops & DBA Team, provided 20x5 L2 support coverage
- 🕒 **2020** - Started business processing services, L2 support services from Poland, expanded to an overall support team of 100+ certified professionals
- 🕒 **2021** - Partnership with insurance core provider and their implementation team





Scope of work

Aspire Systems provided an extensive array of managed services support to the insurance software provider's clientele. In the personal insurance realm, our services encompassed personal auto, homeowners'/renters', and personal liability umbrella policy coverage. On the commercial front, we extended our support to commercial auto, commercial property, and workers' compensation.

Our services primarily catered to companies spanning the US, Australia, the UK, and other parts of Europe.

Highlight:

Throughout the six-year engagement, our teams were actively engaged in delivering round-the-clock support for the software provider's customers, while also assisting their internal support personnel. Aspire Systems offered continuous support for the first responders' team (L1/L2 support), cloud operation engineers, and database administrators.

We provided the software provider application management support throughout the development, production, and pre-production phases. Our services brought difference with:

Support Desk

- » First point of contact for customer support
- » L1/L2 support
- » Research and ticket support
- » Creating knowledgebase



App support

- » Resolving application issues
 - » BAU testing
 - » Build and release management
 - » DevOps
-

Business process services

- » Executing daily and weekly business processes
 - » 54 business process execution
 - » Automation of processes
-

DC, CloudOps and database administration

- » Environment, database provisioning
 - » Deployments
 - » OS and app patching
 - » Monitoring and admin
 - » Troubleshooting issues
 - » Database migration
-

Testing

- » Functional testing
- » Performance testing
- » Automated testing for regression scenarios
- » Build and deployment to QA environment



Managed services: Best practices

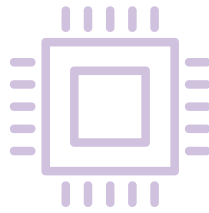
- ◆ **Integrated escalation management**
Maintain a unified distribution list including L3, CloudOps, DBA, and escalation management to prevent delays.
- ◆ **Knowledge centered support (KCS)**
Develop “solution documents” for quick reference on similar issues for the second-level support team and key users.
- ◆ **Ensure customer understands product**
Advocate for customer-side business users to undergo Core Software Product Training and obtain certification on functional aspects
- ◆ **Integrate tracking tools**
Integrate multiple ticketing tools for consistency and smoother ticket flow across teams.
- ◆ **Functional and technical expertise**
Ensure all Application Support team members are certified in both functional and technical aspects of the product.

Managed services support matrix

Products	First Responders Team (L1/L2 Support)	CASE Team (L3 Support)	Cloud Operation Engineers	DBA	Testing
Insurance Suite (PC, CC, BC)	✓	✓	✓	✓	✓
InsuranceNow			✓	✓	
Underwriter Management	✓		✓	✓	



Tools & software snapshot



- » Sumo logic
- » Data Dog
- » Site 24X7
- » PagerDuty
- » Jira Software
- » Zabbix
- » Salesforce
- » InsuranceSuite – PolicyCenter, ClaimCenter, BillingCenter
- » InsuranceNow
- » Underwriter Management





Outcomes

The insurance core provider's collaboration with Aspire Systems has resulted in a more streamlined and efficient support system for its customers. By working together, we've been able to implement effective strategies that have improved the overall customer experience. Using re-usable components helped to accelerate the automation efforts

- ◆ Improved CSAT scores from 7/10 to 8.4/10
- ◆ 100% SLA compliance, meeting SLAs month-on-month
- ◆ Reduced critical incidents by close to 50%
- ◆ 20% increase in overall case resolution
- ◆ 80% of the customer support cases resolved at the L2 itself due to the strong application and functional knowledge of the team. This gives faster resolution to customer's issues
- ◆ Reduced the overall regression time by more than 70% using a hybrid approach with test automation
- ◆ Reduced total number of tickets by ~25% year-on-year



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.

For more info contact: info@aspresys.com or visit www.aspiresys.com

USA

+ 1 630 368 0970

SINGAPORE

+65 3163 3050

INDIA

+91 44 6740 4000

BELGIUM

+ 32 3 204 1942

NETHERLANDS

+ 31 (0)30 800 92 16

POLAND

+48 58 732 77 71

MEXICO

+52 222 980 0115