



# THE JOURNEY

In 2020 the company, as part of its digital transformation initiative, sought to replace its aging core insurance platform with an up-to-date system built on a modern, cloud-based architecture. This platform would form the basis of an advanced digital ecosystem with the versatility and technical capabilities needed to support a new slew of services for its customers, partners, agents, and bank assurance partners.

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*Customers today want more options than before and more flexibility to manage their cash flow with the easy ability to adjust their premiums. They also want the ability to directly buy life insurance through a seamless, user-friendly e-commerce platform either online or through a mobile app- Chief Information & Digital Officer*

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As these features could not be easily implemented using the old legacy system, the team initiated a search for a new system. Not keen to be locked into a proprietary environment, the company sought out open platforms, eventually settling for Red Hat OpenShift for container orchestration and our platform for their database management system (DBMS).

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*We selected Postgres for our database because it gives us the required scalability, uptime guarantees with the support of CI, and equivalent SQL functionality similar to our old platform. Deployed on the cloud, Postgres gives us that flexibility, uptime, and elasticity for rapid growth and we are not held back by storage capacity or other limitations of the data centre environment, unlike an on-premises deployment:- VP, Infrastructure Engineering*

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The biggest challenge that the company faced with its legacy system came from its insurance policy administration system and the difficulty in creating and launching new insurance products in a timely manner. Substantial manual configurations and coding were needed, which unnecessarily delayed the launch process. Moreover, the rigidity of the platform made it a laborious affair to make changes to existing offerings.

In addition, the limitations of the old system significantly increased the cost of implementing new capabilities. For instance, developing mobile applications or chatbots and integrating them with the old system was deemed extremely resource intensive. Attempts to incorporate automation through robotic process automation (RPA) proved difficult as well. On the other hand, starting with a clean slate would allow these capabilities to be quickly built and rolled out.

The high cost of licensing and support for the old system was another consideration as it significantly reduced the resources available for new digital initiatives. Regular price increase built into the original end-user license agreement and two decades of service life had ballooned fees to an unacceptable level. Because a substantial proportion of the TCO stems from the DBMS, the switch to Postgres reduced costs considerably while meeting performance requirements

## RAPID IMPLEMENTATION

One key consideration of the customer was ensuring that its expertise built up over the last two decades can be retained and reused. This meant that the chosen solution should be easy to learn and leverages the existing skill set within the organization – which are prerequisites that the solution met on the DBMS front.



*“Our hard-won skills are a company asset; we can’t lose it just like that. CI proposed a platform that is very easy to understand, adapt, and migrate to. Many data types are similar, and even the query language is similar. All these mean that we do not have to spend much in terms of time and resources to learn the new DBMS,”* explained the Chief information & Digital Officer

Finally, the deep expertise and support of the implementation team of CI meant that any issues around data and architecture were quickly addressed. Installation and configuration of the platform were completed quickly, allowing the chosen new system to be brought to market at a faster rate.

*“The architecture designed by CI was very well structured. The entire implementation process was also fast, allowing us to deliver the overall solution on time. From the standpoint of timeliness and technical capability, the engineering resources were highly competent and proved to be an advantage,”* VP Infrastructure Engineering summed up.

## About Chemtrols Infotech



Chemtrols Infotech provides niche IT services for enterprises, including in-demand, bespoke IT services built around compliance and cost optimization. As large multinational organizations and enterprises struggle with adopting costly and proprietary database solution and getting stuck with them for years together resulting in huge IT spends, Chemtrols infotech helps large enterprises adopt supported opensource database thereby enabling huge cost optimisation without compromising on the quality or productivity. Chemtrols infotech also helps customers migrate from proprietary databases and supports the customer throughout the entire lifecycle.

The company has certified resources that aid its customers to get the best out of tools.



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