

Reducing program implementation cycle by almost 50% for a **Broker Business and Alternate Risk Solutions** package



Business-to-IT Connect | Engage the Future | Execution Excellence



L&T Infotech

Abstract

L&T Infotech helped the world's leading insurance broker and strategic risk advisor to successfully implement standard, packaged software that supports core business functions.

Client Profile

Our client is the world's leading insurance broker and strategic risk advisor.

Business Benefits

- Program implementation cycle reduced by almost 50%, leading to increased employee productivity and customer satisfaction
- Extensive process documentation resulted in faster turnaround of all project deliverables
- Business user training reduced our client's dependence on the product vendor
- We have now established an Extended Delivery Center (EDC) for this client

The Challenge

The client's offices in different locations used diverse methods and applications for carrying out business processes like underwriting, policy management, claims management, etc. The result was fragmented data on multiple applications that required a significant level of manual intervention. This, in turn, led to human error, reduced productivity, increased turnaround time and employee dissatisfaction.



The Solution

To improve performance and agility, our client decided to consolidate applications across offices with standardized packaged software that would support all core business functions.

As a strategic partner, we have played a crucial role in the entire standardization process. This includes requirements gathering and gap analysis, defining configuration and customization needs, product configuration, integration, testing, quality assurance, data conversion, generation of custom reports, user training and post-implementation support. We also developed websites for each program and integrated them with the product in order to capture application data on the website.

The new system supports the following core functions:

- Customer Relationship Management (CRM)
- Application Creation
- Policy Marketing – Rate, Quote, Quote Comparison
- Policy Generation
- Document Generation
- Notes & Diary Maintenance
- Claims Management
- Accounting
- Production Tracking
- Standard Reporting

About L&T Infotech

Larsen & Toubro Infotech Ltd. (L&T Infotech), a global IT services company, is a 100% subsidiary of Larsen & Toubro (L&T), a multi-billion conglomerate, and India's largest Technology, Engineering, Construction, Manufacturing and Financial Services organization, with global operations. L&T Infotech is ranked by NASSCOM as the 6th largest software & services exporter from India in 2014. It is differentiated by its three-pronged value proposition, encompassing Business-to-IT Connect, Execution Excellence and Engage the Future.
