

# US Insurer Modernizes Core Systems with Adaptigent

## **| BUSINESS CHALLENGE**

A large US-based home and auto insurer faced a significant hurdle in modernizing its core systems to meet the demands of modern speed and scalability. The insurer's existing infrastructure, while reliable, was becoming outdated and unable to support the company's growing data needs and the increased demand for real-time services. Transitioning to a new system was essential for staying competitive, but a full-scale cutover posed substantial risks.

The primary concern was the cost and complexity associated with a complete migration of the legacy system. A full migration would not only require significant financial resources but also introduce considerable operational risks. The process would likely disrupt day-to-day business operations including quoting, underwriting, and accepting new claims. Any downtime or errors during the transition could have a negative impact on both internal workflows and the customer experience. Moreover, while the new system would offer enhanced capabilities, the legacy data remained crucial for the company's on-going operations.

## OVERVIEW

### **CLIENT**

Leading US home and auto insurer

### **CHALLENGE**

Modernizing core systems while ensuring continuous access to critical historical data

### **SOLUTION**

Adaptigent's Adaptive Integration Fabric

This data needed to be accessible for compliance purposes such as auditing, reporting, and historical research. The challenge was finding a solution that allowed the insurer to benefit from the new infrastructure without the complications of migrating and normalizing all legacy data all at once.

## | SOLUTION

To address these challenges, the insurer deployed Adaptigent's Adaptive Integration Fabric with customized business logic that efficiently managed data flow between the legacy and modern systems. Fabric served as an intermediary layer, directing traffic seamlessly between the new infrastructure and the older data sources.

By doing this, the company was able to keep its existing system operational while incrementally leveraging the new platform's advanced capabilities. The solution was designed so that new data was only captured in the updated system, while the business logic within Fabric enabled data lookups from both the legacy and new systems as needed. This dynamic integration allowed users to access information from both systems through a unified interface without any interruption or delay, pulling data from the appropriate source.

Whether internal users quoting new policies or external customers were making claims against existing policies, the experience remained smooth and intuitive, with the system automatically pulling data from the appropriate source.

## | RESULTS

By implementing Adaptigent's Fabric solution, the insurer mitigated the risks of large-scale system cutovers, avoiding costly data normalization while ensuring access to legacy data. This approach reduced development costs, minimized downtime, and provided a seamless user experience for both employees and customers. The modern, scalable platform now supports growing customer demands, ensuring future adaptability while maintaining legacy reliability.

### OUR SOLUTION:

- Mitigated risk of migration
- Minimized cost of system development and testing
- Alleviated the need for extensive data normalization
- Developed seamless user experience for internal and external users

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