



3i Infotech support model helps a leading public non life insurer optimize their operational efficiency and channelize internal energy towards strategy

A leading public sector non life insurer wanted to optimize their core application, application servers and database support model to reduce turnaround time and at the same time maintain quality. The supplier outsourced their core application, application servers and database support to 3i Infotech to realize measurable and quality benefits because of the technical and domain experience brought to the table by 3i Infotech.

The support of the team has been commendable and this has yielded results as we achieved the first position among all the Non Life Insurance Companies (Public and Private) in terms of the quality of Motor data submitted..."

Deputy General Manager

Client

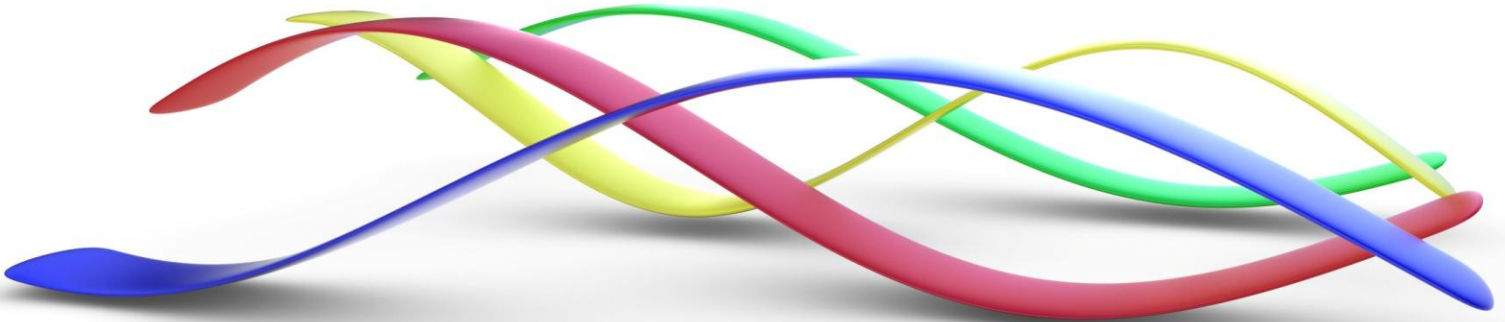
A leading public sector non life insurer

Industry

Non Life Insurance

Offering

Remote IT CORE PAS support
Remote App Support
Managed Infrastructure Support



About the Client

Our client is the one of the largest public non-life insurer in India and is a pioneer in the implementation of an integrated core insurance application for smooth and orderly conduct of business. The strength of the company lies in its highly trained and motivated workforce that covers various disciplines and has vast experience. The company has developed various types of insurance covers to cater to the needs of both the urban and rural population of India and is well known as an early adopter of technology.

The company has 30 regional offices and nearly 1800 operating offices in various cities of the country and is enriched with employee strength of over 14000.

*The Gross Premium of the company stands at upwards of
USD 1167 mn*

Client Challenge

The public non life insurer was challenged by the need to *optimize costs while retaining quality*. The core policy administration system implemented to manage the end to end policy lifecycle of customers was used by various stakeholders in the company thereby *eliciting the need to quickly & effectively address stakeholder concerns* on the PAS.

It was also necessary that the support partner, understand the system and the business built around it so that operations execute as expected with no disruptions.

Along with the core PAS, the client was dealing with *the nuances of managing data* that is integral to the business of insurance. It needed a partner that *would effectively manage the databases* in terms of performance monitoring, uptime guarantee, hygiene activity etc.

The client needed an effective support mechanism to *take care of the core of its technology landscape at minimal infrastructure costs*.

The client needed a support model that would be non-intrusive to their processes, swift and qualitative.

Focus on strategy warranted a partner to own operations support

3i Infotech Solution

After evaluating the client's requirements, 3i Infotech recommended the *Remote Service Desk Management (RSDM)* solution driver to provide enterprise-wide support to CORE PAS, databases and other peripheral applications from a single location.

The support model proposed by 3i included the following constituents:

- **L1 Support**
Team posted at the client's location with the activity responsibility of handling queries through telephonic support and Self service Portal (SSP)
- **L2 Support**
Team posted at Global Delivery Center of 3i Infotech with activity responsibility of Application Support
- **DBA Services Support**
Team posted at Global Delivery Center of 3i Infotech with activity responsibility of ensuring health and continuity of database and application servers.
- **Portal Integration Support**
A specialized team posted at Global Delivery Center for ensuring connectivity with portal and 3rd party integrations.

Dedicated Service Support Managers are assigned as the single point of contact to handle key responsibilities and proactively address issues, thus reducing delay involved at multiple stages.

We *provided an effective incident management portal* to log in all queries, issues and clarifications. To reduce infrastructure costs further, all calls were answered through VoIP.

For managing the client databases, we provided *Managed Infrastructure Support* that takes care of all aspects of database maintenance, right from db tuning to data provision, from remote location.

Dedicated database administrators work on the client database *without adding to client infrastructure costs*.

3i Infotech also provided a dedicated **application development** support for handling change requests and enhancements to the client in order to cater to changing **regulatory environment** and **fast changing business scenarios** and a faster turnaround from requirements to implementation.

3i Infotech –Partner of Choice

3i Infotech believes in being a **solution provider** in a world that believes in solution imposition. For us, servicing client needs is of paramount importance. We pride ourselves in being able to understand constraints and not let those stand in the way of delivering quality.

3i Infotech is deeply enriched by industry experience that complements any activity that we undertake. Boasting of stalwarts that form the core group of our company not only strengthens all our offerings but also provides a worldwide view to our clients.

Results

Supporting the client since 2005

Following the implementation of our **Remote Service Desk Management model**, the client observed an immediate improvement in the time taken to resolve issues as well as the quality of resolution. A **dedicated team of 40+ Service support members** are available to cater to the smallest of the client support needs.

The Managed Infrastructure Support offered to cater to databases was provided with a mandate to ensure 97% uptime and our teams have surpassed this mandate by **ensuring a 100% uptime**, all through remote management.

The client is especially benefitted with the model because all communication is through a **one dedicated person** who interfaces with the client and all underlying support teams. This ensures **transparency, speedy communication and quick turnaround times**, a deliverable not seen in regular AMC contracts.

3i Infotech understands regulations and the turnaround times associated for adherence to the same. **All minor changes** that are **handled within this support model** have led to **reduced rollout times** for the client as they do not have to go through the entire cycle of enhancement rollout and vendor identification. The support team of 3i Infotech is **adept at rapid development** of small changes and the model has made **raising a requirement as simple as logging a call**.

Fast Facts

40 dedicated personnel from 3i Infotech support supporting over **14000** people performing operations at the client end.

3i Infotech supports **new business** upwards of **45000** applications per day for the client

3i Infotech supports over **64000** transactional reports per day

3i Infotech supports **data size of over 8.1 TB**

3i Infotech takes **complete ownership** of the technology landscape and services it for the client.

Oracle support to the client provided by 3i Infotech. No longer does the client worry about periodic updates and hygiene.



Having experienced firsthand the efficacy of this model, our client has now extended this support structure to various other applications. This not only underlines the strength of the model but also highlights the possibility and success of reducing on premise support structures.



About 3i Infotech

3i Infotech is a global Information Technology company committed to ***Empowering Business Transformation.***

A comprehensive set of IP based software solutions (20+), coupled with a wide range of IT services, uniquely positions the company to address the dynamic requirements of a variety of industry verticals, predominantly Banking, Insurance, Capital Markets, Asset & Wealth Management (BFSI). The company also provides solutions for other verticals such as Government, Manufacturing, Retail, Distribution, Telecom and Healthcare.

3i Infotech has over 1500 customers, including 62 in the Fortune 500 list, in more than 50 countries across 5 continents.