TEKsystems | Global Services

Automation Ahead

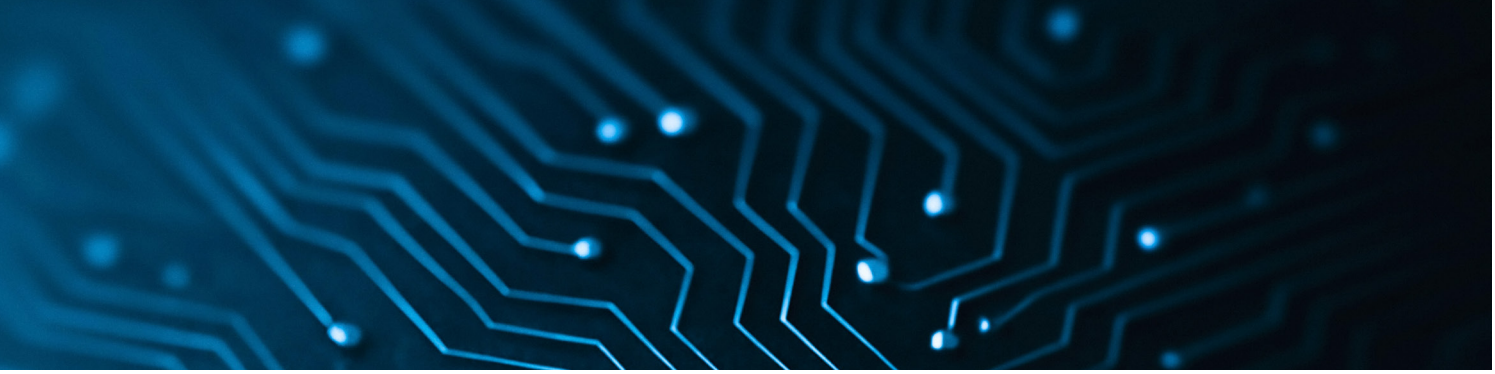
Driving customer experience forward through application modernisation.







a story of **owning change**



Owning Change in Technology

As the leading provider of innovative technologies and apps for the automotive, insurance and collision repair industries, our cutomer redefines how they power their clients forward.

From big data insights to AI and cloud automation, their course for next-day innovation is unlike any other. They're passionate about using technology to rapidly drive into the future and deliver exceptional experiences for their end customers without speed bumps.

What We Did

Application Modernisation

Industry

Technology enablement

The Challenge

Reinvent the Wheel

Transforming Customer Connections

Improving the automotive industry for insurance carriers – and ultimately, drivers – requires reimagining technology applications to optimise user experiences. For our customer, integration, modernisation, speed and cost efficiency are a must.

To continuously delight customers and transform the way insurance carriers connect to consumers, our client needed to evolve their application platform to better manage data, drive transparency for claims, and optimise engagement.

Our Solution

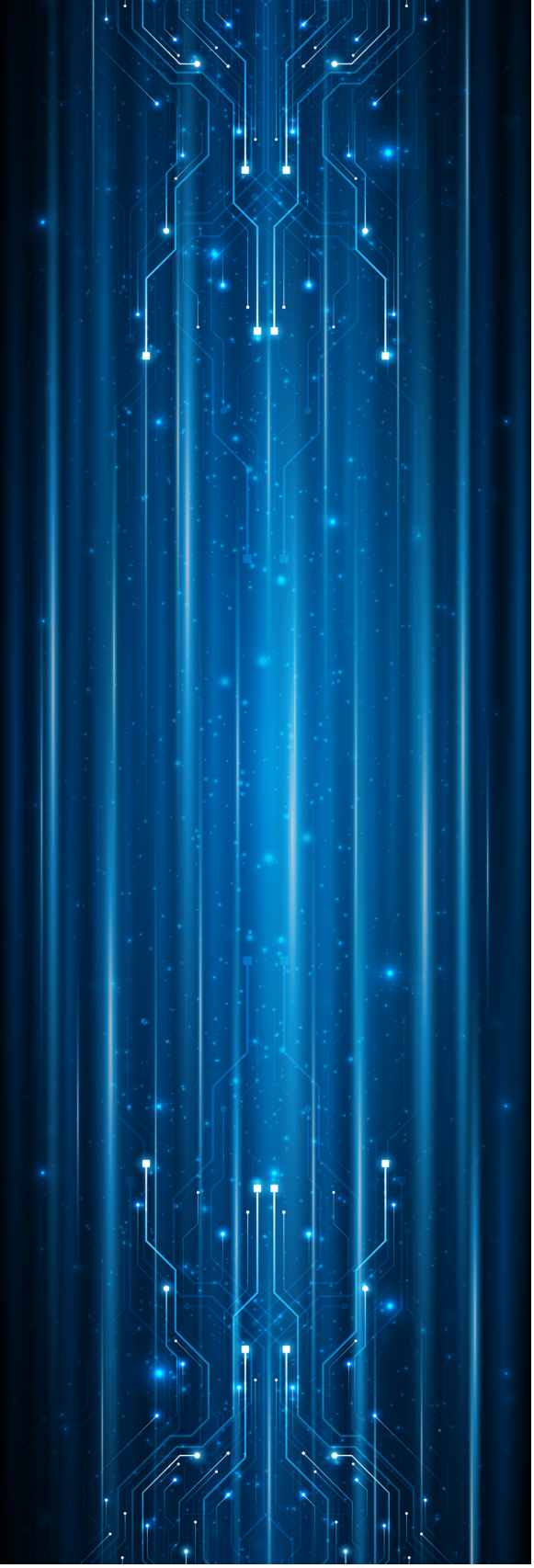
You Drive. We'll Navigate

Harnessing DevOps to Create Better Customer Experiences

Our customer was ready to evolve, initiate ideas and build new solutions, but they needed help. We activated our partnership to bring the expertise needed to jump-start their vision. Together, we transformed their application design and automation framework to manage forms and in-memory reference data, providing the ability to deliver personalised recommendations to the end customer.

Leveraging our DevOps, continuous integration and delivery expertise – as well as technologies like Azure, Java, Drools, Spring, Docker and Kubernetes – we modernised their application to provide users with accurate payment information and traceability.

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Powerful Partnership

A Vision Aligned

Adapting to the Changing Course of Modernisation

Technology now empowers their network to support the future of transportation. Technology fuels our passion and commitment to helping organisations achieve their goals.

Together, our transformative partnership accelerated momentum that is cutting-edge and agile. We followed in our customer's footsteps to understand their vision and arrive at the goal destination, hand in hand.

When a change in their vision happened midway through the project, we worked fluidly with our customer to pivot our strategy and approach to the application's architecture. We modified the rules engine to add greater value without compromising next-gen capabilities and customer satisfaction.

Real-World Results

A world-class infrastructure that runs at the speed of ambition. With an advanced automation platform and redesigned rules engine, our customer can validate over 12,000 casualty scenarios with top-notch accuracy to process bills and provide recommendations.

Their overall time to market has improved, with bills that previously took up to 20 minutes to process reduced to no more than a minute.

They're expecting to cut their operating costs by 12%, while significantly amplifying their value to their customers. Speeding forward with higher performance, dynamic quality and smarter technology, our customer is riding into the new.

12%	12,000
expected reduced operating costs	causality scenarios validated

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About TEKsystems and TEKsystems Global Services

We're TEKsystems. We accelerate business transformation for our customers. We bring real-world expertise to solve complex technology, business and talent challenges—across the globe. We're a team of 80,000 strong, working with over 6,000 customers, including 80% of the Fortune 500 across North America, Europe and Asia, who partner with us for our scale, full-stack capabilities and speed. We're strategic thinkers, hands-on collaborators, helping customers capitalize on change. We're building tomorrow by delivering business outcomes and driving positive impacts in our global communities. TEKsystems is an Allegis Group company.

Learn more at **TEKsystems.com.**

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