

Client Profile

The actual Adaptik client profiled here is a commercial lines division of a large, U.S.-based P&C insurance carrier.

Business Challenge

The carrier's ability to rapidly launch new insurance products, leverage third-party data and offer bundled product offerings was hampered by its inflexible and outdated legacy systems. The siloed systems were costly to maintain and included an onerous system architecture which made it difficult to leverage third party data. To modernize its platform, and meet their business objectives, the carrier ultimately decided to completely replace its legacy infrastructure, a process that involved retiring multiple systems over a period of several years and adjusting and refining product structures.

The Solution: Adaptik

After a lengthy search and a proof of concept, the carrier chose to move forward with Adaptik's P&C policy administration solution. The choice was made due to Adaptik's advanced rule management capabilities, its strong integration architecture and its robust speed-to-market tools.

Commercial Lines Umbrella was the first of the client's product sets to be implemented with Adaptik. The full implementation took 15 IT staffers (seven Adaptik resources assisting with design, configuration, training and management, four carrier configuration resources and four carrier service resources) a total of 16 months, including five spent creating the business object model for all of the commercial products to be supported by the new policy administration system.

The project was governed by a cross-functional steering committee, including representatives from underwriting, product, IT, finances and operations.

Before going to production, the system's User Interface was presented to a group of the carrier's agents. Their feedback indicated that a major overhaul of the User Interface was required. Due to Adaptik's strong configuration capabilities, this task was accomplished in just four weeks.

The Umbrella implementation was followed by a Commercial Package and Business Owners Policy implementation. This implementation lasted two years, including further development of downstream systems, integration with numerous legacy and third-party systems, implementation of a fundamental business change involving enforcement of underwriting rules and a controlled transition from a legacy system.

Both lines of business are currently deployed in all carrier branches, supporting 48 states and Puerto Rico.

Adaptik allowed the carrier to rapidly launch new insurance products, leverage third-party data and offer bundled product offerings.

Like no other P&C policy admin solution

The Adaptik initiative has been a resounding success. The carrier now enjoys:

95% defect removal rate

85% or better quantitative application quality index score

80% "good" or "excellent" usability or lab qualitative results

3x production numbers for stress, endurance and load testing

5% or less call-to-transaction ratio

Other benefits include:

- Better management of existing products
- Streamlined product development
- Improved infrastructure management
- Enhanced customer experience
- Increased speed-to-market



To learn more or schedule a demo, visit [adaptik.com](https://www.adaptik.com)

ABOUT ADAPTİK CORPORATION

Adaptik develops modern and flexible policy administration software solutions designed to improve speed-to-market for new products and scale to support large numbers of users and high transaction volumes. They provide P&C insurers with advanced business functionality while substantially lowering the risks and costs associated with policy administration system replacement and maintenance. For additional information on how Adaptik can help transform your business, visit [adaptik.com](https://www.adaptik.com).

