

IntegrationWorks Case Study

IntegrationWorks Future-proofs Farmers Mutual Group by transforming core insurance system

At a Glance:

For most organisations in the insurance sector, the threat of disruption remains a major concern. Smaller, agile players continually enter the space, offering alternative business models that chip away at the market share of larger providers.

As a result, digital transformation has become a priority so that large organisations maintain a competitive edge.

Despite being New Zealand's leading rural insurer, FMG is not immune to such threats.

The Challenge:

To combat these threats, FMG launched Project Optimus, part of a broad digital programme that will transform how FMG's business operates in an increasingly digital and connected world. The plan was to build new capability and address FMG's requirements to meet its business needs for effective and efficient information distribution.

This required FMG to design and build a number of components such as client profiles, and create a seamless client experience through online, face-to-face and voice services. This process highlighted the complexities around plugging everything together – the digital plumbing, as it were.

For the transformation to work, FMG had to address the challenge of integrating their existing technology (legacy) back-end with the newly released Guidewire system for processing policies, claims and billing systems. Additional challenges included incorporating identity access management and a transition to Azure Cloud, as well as providing a devops environment so continuous testing could take place without negatively impacting concurrent work streams.

The Solution:

When developing the proposed solution, IntegrationWorks designed the integration layer and implemented a microservices architecture that enabled FMG to provide information services, business transaction services and management services for Guidewire.

This further enabled the combination of the business processes, orchestration, state control and capacity management for the services to be delivered at an agreed level to use across the enterprise.

Given the complexity in delivery, FMG found that one of the key benefits in implementing this solution was having access to the talent and expertise of the IntegrationWorks team without which, FMG stated, it would not have been otherwise possible.

IntegrationWorks' Response:

IntegrationWorks founder, Grant McKeen states:

“The project used agile and design-thinking methodologies and involved ongoing engagement from FMG stakeholders to drive continuous improvement and iteration at every sprint. This transition has allowed eligible clients to self-service their insurance with FMG. This creates greater choice, convenience and control for clients in how they choose to manage their insurance.”

The success of the integration layer allows FMG to provide improved client services and leverage business opportunities. By clients being able to self-manage their insurance with FMG, there is now a facility to offer other products to clients. This includes the capability to add new features or marketplace offerings that can increase revenue and provides flexibility with ease-of-release of new digital-orientated products.

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Want to know more?

Email us at contact@integration.works