

Global insurance leader brings GraphTalk to digital age with OpenLegacy

OpenLegacy helps accelerate sales and support privacy regulations at a low cost

Insurance

GraphTalk

Policy Management

Privacy Protection

GDPR

Operating in 34 countries across Europe, Asia and Latin America, this global insurance leader develops savings and protection solutions and distributes them through a network of partners. These include banks, credit companies, auto manufacturers' insurance units, insurance brokers, and others. The company's strong partnerships and resulting client knowledge help it determine the right moment to propose value-added offers to end clients. Its global footprint allows efficient adaptation of successful products in different countries and market segments.



The Challenge

Automate and upgrade the Policy Management System

GraphTalk, a policy management system (PMS), helps insurers quickly respond to new market opportunities. It enables them to better service customers and distributors, and create more efficient, cost-effective processes. However, it is a legacy system that is unable to quickly and easily connect to digital systems.

The company wanted to create a standard HTTPS interface, connecting GraphTalk without the availability of APIs. However, this was not possible the way the system was implemented. The system required a significant volume of manual operations, resulting in slow-downs and human errors. Those mistakes were further compounded because all updates between the GraphTalk front and back ends were done via batch files. This means that if anything was wrong, nothing in the system would catch it. Communications were sent via email, increasing the risk of data leaks and reducing the ability to comply with GDPR and its right-to-be-forgotten legislation.

Replacing the GraphTalk system would have been cost prohibitive. The IT team needed something to connect GraphTalk to modern digital applications to streamline connectivity, eliminate batch processing, and strengthen and secure communications.

The goal was to expose this backend policy management system to perform post-sales activities directly via the web.



OpenLegacy is transforming our policy management system, allowing us to strengthen security and more easily comply with privacy regulations.

IT Executive, Global Insurance Leader



The Solution

Create a GraphTalk connector to connect with modern web applications

The insurance company needed a connector to give GraphTalk users easy access to metadata.

OpenLegacy has a library of connectors for a variety of legacy systems, maximizing the value of older technologies to quickly and easily integrate them into the latest digital solutions. OpenLegacy leveraged its platform and experience to build the GraphTalk connector with a one time effort of 2-3 weeks using just basic Java.

A unique offering from OpenLegacy, the GraphTalk connector enables the insurance company to acquire easy access to GraphTalk data.

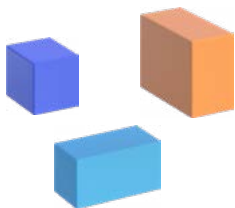


The Result

The insurance company recognized the benefits of quickly and cost-effectively building modern connectivity between legacy systems and the digital world. The solution accelerated the organization's digital transformation, enriching their digital subscription tool with after-sales functionality.

Improved efficiency

By eliminating manual mistakes and replacing error-prone operations with digitized processes, GraphTalk accelerates digital transformation and speeds time to market.



Enhanced customer and end-user experience

Brokers can easily and effectively conduct real-time transactions.

Increased cost effectiveness

No need to replace the company's policy management system. For significantly less, OpenLegacy delivers the digital solution that boosts the company's ROI.

Strengthened regulatory compliance and security

The new solution allows for real-time communications, eliminating the email trail. By connecting directly to the legacy systems and avoiding email, it is easier to comply with GDPR and right-to-be-forgotten regulations, reducing the likelihood of security breaches.

About OpenLegacy

OpenLegacy's Digital-Driven Integration enables organizations with legacy systems to release new digital services faster and easier than ever before. Connecting directly to even the most complex core systems, OpenLegacy automatically generates the digital-ready components needed to integrate legacy assets into exciting new innovations. With OpenLegacy, industry-leading companies release new apps, features, and updates while spending a fraction of the time and resources, so they quickly and easily become digital to the core.