

Automated Premium Integration



Problem Statement

The client was a leading Insurance company in Singapore, who undertook a huge transition to deploy a new Insurance platform with cloud compatibility. Being a traditional Insurer who had not undertaken such key transformations earlier, the staff were a bit wary of the new technology, which was yet to be proven successful to them. Hence they decided to retain the old legacy system for ongoing endorsements until the new implementation was successful.

Solution that we implemented

With a good mix of Process Consulting knowledge and Automation expertise, Synergy was able to deliver and deploy an automation Robot that helped to integrate the Phase 1 version of the new platform to the old legacy platform.

What we have done well

Business Analysis & Solution Design

Synergy consultants brought a rich technical, functional expertise and conducted complete process-mapping exercise of the impacted products and the technology platforms. By building a working prototype of the Robot and the integration solution, we ensured stakeholders were comfortable with the proposed solution.

Synergy solution architects played a crucial role in designing the architecture of the integration program. The suggested approach was 'keeping it simple' and 'easy to re-migrate' once the new platform was ready for launch.

Project KPI achieved



~ 10k volumes
processed per month



99% accuracy
in data posting



Near real time
processing scalability



Auto scheduled
trigger



Operational productivity
savings



Integrated 6
products in 12 weeks



Synergy's ASTRA Framework

ASTRA Framework is a process transformation model comprising a "business due diligence framework" and "automation accelerators" supported by data APIs enabling fast identification, evaluation, and implementation of high-value "quick win" opportunities in the insurance and financial services sectors.

Synergy Strategic Solutions

SYNERGY STRATEGIC SOLUTIONS specialize in assisting insurance companies to navigate their digital journey with confidence and ease. Automating business processes, reducing costs, streamlining operations, improving customer experience and modernizing technology are some of the pressing needs of insurers that we address.

We have exclusively focused on the insurance industry since our inception in 2011. Our deep knowledge of the industry, its business processes and our ability to Integrate legacy with digital technologies have made us the preferred partner for several Life, Health and P&C insurers across Asia. Headquartered in Hong Kong, we have operations across Singapore, Malaysia and India.