

Driving Digital Transformation and Improving Batch Service Delivery for Australia's Leading Life Insurer

Overview

Insurers today are focused on digital transformation to create better member experiences and drive engagement. To make the most of this opportunity, a leading Australian insurer needed to make sure that their digital priorities are right from the start.

As part of the digital transformation strategy, a fully integrated digital solution was created for the company's super fund partners, demonstrating a new level of functionality, control, and visibility that ensures members are confident to engage with their insurance cover or manage claims. One of the crucial elements of this platform was managing widespread batches running across companies' IT landscape.

To cater to the challenge of simplifying batch processing and management, Tech Mahindra migrated the batches from legacy tools to BMC Control-M solution that provided a single automation platform to manage critical batch SLAs on claim reporting.

Client Background and Challenge

Our client is one of the Australia's leading life insurance specialists that has been, for over 150 years, insuring more than 5 million customers and offering life insurance through multiple channels.

Providing leading digital experiences is about far more than trending UX designs and mobile apps. One of the key challenges that this insurer experienced was the difficulty in managing critical batches on time with agility and scalability.

Their batch estate comprised multiple technologies like PeopleSoft, Databases, Java, File Transfers, encompassing 200+ application and 30+ technologies. They were looking for a solution that would provide an agile way of automating and managing the batch and file transfer processes.

Our Approach and Solution

Tech Mahindra's ESM solution offering proved to be a one-stop solution for all these requirements. Given the increased complexity of new systems, integration patterns and hybrid workloads, we deployed an enterprise workload automation platform - BMC Control-M— and thereby, centralized scheduling, monitoring, and alerting capabilities.

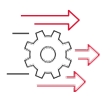
Key Solution Highlights:

Identified 4,500 discrete jobs with over 150,000 executions a month, across critical business application and integration platforms and onboarded those into BMC Control-M.

- ▶ Faster turnaround on root cause and corrective action when facing issues related to job failures
- ▶ Self-service and visibility of jobs for business users
- ▶ 100% centralized and standardized management of jobs
- ▶ 20% reduction in incidents with business SLAs met
- ▶ Seamless integration with various applications
- ▶ Better control in minimizing data leak and LICOP risks
- ▶ Reduction in manual efforts by 250 hours/month for the Ops team
- ▶ Proactive notifications for batch delay and errors reducing MTTR
- ▶ Role-based security and access control to enable multiple people can work simultaneously
- ▶ Enhanced governance and reporting

Business and Community Impact

Control-M manages jobs across a complex web of connections and interdependencies among hundreds of applications that access the company's claims data and business-related data store. Scheduled processing ensures that management and domain advisors have the data they need to help their clients.



Improved batch processing by 10%



Automated tracking of batch failures and corresponding actions



Consolidated legacy scheduling and manual scripts from different applications to improve seamless collaboration amongst departments



Established an intuitive and powerful batch process automation capability, while delivering a proactive assessment of any risks, issues, and dependencies; enabling the staff to create and run jobs quickly and reliably

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