

Enabling App Development, Upgrade, and Integration for one of the Largest Crop Insurance Providers in US



Overview

The world's leading crop insurance provider, faced various challenges owing to the disparate legacy systems implemented by their acquired portfolio companies. To address this, the client undertook the development of an in-house AgriNet platform. The client selected Tech Mahindra to lead the way in application upgrades, modernization, development, and application support services for the platform. Agrinet's implementation streamlined processes, reducing processing times and manual interventions, ultimately achieving remarkable improvements.

Client Background and Challenge

The world's largest crop insurance provider with approximately 3.5 billion gross written premiums, has reached this position through a combination of organic growth and strategic acquisitions. As a result of its impressive growth the client has acquired a diverse portfolio of companies, each relying on its own legacy systems. However, these acquisitions presented a significant challenge. **The portfolio companies operated on disparate platforms, causing operational inefficiencies, delays, and inconsistencies in underwriting parameters.** To address this issue the client made the strategic decision to develop an **in-house unified platform that would streamline and harmonize all aspects of their crop insurance operations.**

Our Approach and Solution

To approach this challenge, the client decided to develop **an in-house solution, the AgriNet platform, for their crop insurance operations**, instead of adopting a crop insurance workflow solution that would have required over 50% customizations. AgriNet was purpose-built to overcome the limitations of their existing legacy systems. The project was divided into **three phases**, aligning with the crop insurance value chain. The initial phase

of AgriNet centered on CRM, underwriting, and policy management. Subsequent phases were planned to extend the platform's capabilities to include claims processing and the integration of accounting systems. **The client forged a strategic partnership with Tech Mahindra to lead the way in application upgrades, modernization, development, and application support services for their existing systems.** The overarching goal was to continually enhance and expand AgriNet's functionalities, aiming to create a comprehensive and seamless crop insurance platform.



Business and Community Impact

The implementation of AgriNet yielded promising results. The platform's enhanced capabilities positively impacted operational efficiency.



Reduced processing times of policy and claim specific forms. Earlier, the files were either sent via email or dropped via file share are now uploaded using a web page and/or locker.



Eliminating manual interventions: Underwriter were involved in the process of manually reviewing the documents which is no longer required Decreasing the turnaround time **by ~70 %**



Testing time cycle reduced **by ~40 %**.

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