API-led integration programme that drives the organisation forward.

Infomentum helped the insurance giant build the foundations for a **successful integration programme** and deliver the projects that fundamentally transformed ways of working at the firm.

Architecture for the future

One of the largest global insurers felt the pressure of rapid growth on their technology, processes and people. To support business demands to innovate and improve customers experience the organisation set a strategic goal to adopt an API strategy using MuleSoft, the leading integration platform.

The insurance giant sought a partner with a proven track record of delivering successful integration programmes. They engaged Infomentum for strategic consulting, setting the foundation of API-led transformation and delivering high-profile projects to bring immediate business value.

MuleSoft
Partner
Systems Integrator
SELECT

Info**mentum**
❯ Making change work

Reaping the benefits of APIs

Choosing the initial project is a crucial step in API strategy adoption. The claims management process was the obvious choice. The claims team daily deals with thousands of submissions, manually entering data into multiple systems. The result of connecting those systems through APIs was outstanding. Free from mundane retyping staff now had the time to focus on more complex, high-value tasks. More so, the business immediately identified the opportunity to reuse the new APIs by offering this capability to external parties.

Taking the API adoption forward, we integrated three systems (Pega, Salesforce and Kalido MDM) for the insurance underwriting team. It enabled a single access point for data, products and analytics for faster and better decision making.

Technology wise

To deliver this project, we utilised MuleSoft AnyPoint Platform – along with our wider technology expertise.

Key deliverables achieved

› Fit-for-future Application Network

› Optimised business processes which lead to immediate results

› Reusable internally and externally APIs

› Unlocked legacy systems data

› Designed an Application Network for the future

These projects fundamentally transformed ways of working at the firm and resulted in increased productivity, significant time saving, and a vast improvement of the user experience.

Results at a glance

Optimised business processes with immediate results

APIs that are reusable internally and externally

Unlocked legacy systems data