



Center of Digital Excellence (CoDE) that transformed world's largest claims processing company

About the Company

Our client is the leading claims processing company globally. The firm is a provider of claims management solutions to the risk management and insurance industry as well as self-insured entities. They are a global network serving clients in more than 70 countries. The client wanted to accelerate their digital transformation that was driven by innovation, need for platform, CX improvement and higher cost efficiency.



Business Need

The company was looking to digitally transform at the same time rationalize their current footprint of applications and build NextGen platforms & processes for insurance industry. While achieving this it had to address challenges on multiple fronts like

01

A technology road map and enterprise architecture that suits their needs

02

Each business functions operating in silos with their own IT arm

03

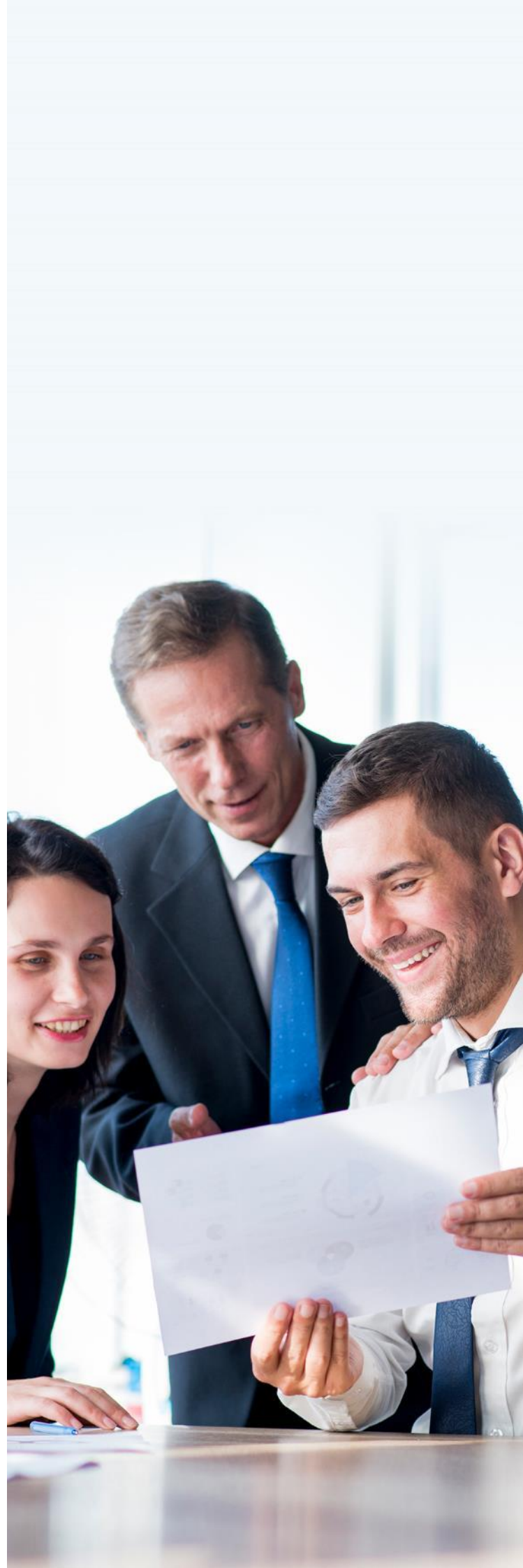
Innovation reusability hurdles amongst different business units

04

Challenges in integrating multiple systems and varied technology stacks

05

Limited visibility of resource and group assets raised the cost of ownership



Solution

Sonata stepped in as a strategic partner and proposed CoDE (Center of Digital Excellence) to address client's increasing business needs. We brought our deep expertise in establishing platforms and transformation. The solution encompassed the following

- Sonata provided clear roadmap for digital transformation
- Established engineering center to cater the needs of business functions in a unified manner across the globe
- Built innovate technology focused app dev platforms for standard, speedy, and sustainable deliveries
- Introduced streamlined agile processes driven by data centric governance
- Brought innovation and latest technology in AI/ML Mobility, Cloud, RPA & BOT
- Sonata built architectural assets like Micro-service platform, Cloud platform, and Front-end-development framework
- Performed role and competency assessment to groom domain SMEs and tech teams

We helped the company progress towards the long-term objective of innovation based on continuous value creation and stakeholder inputs

Benefits

Sonata established the Center of Digital Excellence that now acts as “One Technology Center” and an extension to their technology teams. While achieving this, we integrated multiple systems for a unified view and delivered value at strategic, business operations, and IT level. Few highlights of benefits realized include



Extended Business model and new revenue streams through the tech platforms



Improved claim approvals accuracy and reduced claims processing time



Cost reduction in IT development, operations, and application maintenance



Increased automation resulted in reduced time to market



Future ready teams with Technical / Domain expertise for transformation





WHY SONATA?

Sonata's Platformation™ approach helps clients to choose a solution that best fits their needs; balancing readily available platforms and solution customization

1. **Sonata READY:** End-to-end, industry-specific digital business platforms
2. **Sonata ACCELERATE:** Deploy popular horizontal platforms adding required functionality
3. **Sonata CUSTOM:** Engineer custom platforms that deliver unique digital capability and scalability

Enterprises today focus on the customer-centric business model and use innovative platforms as a significant differentiator in their industry.

By combining a design thinking-led approach with a platform mindset, we help anchor our clients' digital transformation journey. Sonata provides delivery excellence through client specific CoEs (center of excellence) and focuses on the adoption of best practices & enhanced productivity.

We deliver sustained value over the long term for our clients, across maturity levels including global leaders seeking innovation to start-ups exploring disruptive ideas. Our Global Delivery Model ensures an increased reach, improved quality, and cost-effective service for our clients

Sonata is a global technology company, that enables successful platform based digital transformation initiatives for enterprises, to create businesses that are connected, open, intelligent and scalable. Sonata's Platformation™ methodology brings together industry expertise, platform technology excellence, design thinking-led innovation and strategic engagement models to deliver sustained long term value to customers. A trusted partner of world leaders in the Retail, Manufacturing, Distribution, Travel, services and Software industries, Sonata's solution portfolio includes its own digital platforms such as Brick & Click Retail Platform®, Modern Distribution Platform®, Rezopia Digital Travel Platform®, Kartopia E-commerce Platform®, Halosys enterprise development automation Platform®, and CTRM Commodity trading and risk management Platform®, KODO - AI powered customer experience (CX) Platform, Sonata's Platformation realization services have been specifically designed so that implementation of services on Microsoft Dynamics 365, Microsoft Azure, AWS, Cloud Engineering, Managed Services as well as on new digital technologies like IoT, Artificial Intelligence, Machine Learning, Robotic Process Automation, Chatbots, Block Chain and Cyber Security, deliver to the Platformation promise. Sonata's people and systems are nurtured to bring together the depth of thought leadership, customer commitment and execution excellence to make a difference to business with technology.



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