

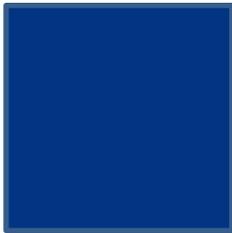
Case Study



A Cloud Transition Journey

Migration of Legacy Systems to Salesforce Service Cloud
Improves Service and Reduces Costs

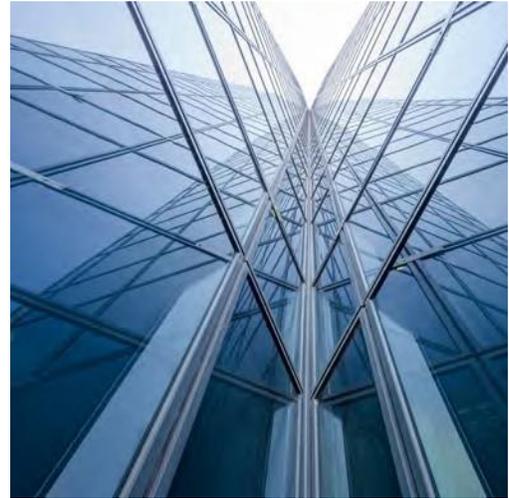
A Fortune 500 warranty insurance company had the need to transition multiple legacy policy and claims management systems to the Salesforce® platform. The team successfully modernized these legacy applications, resulting in reduced infrastructure costs, streamlined dealer onboarding, enhanced client communications and improved data accuracy.



During five decades of growth and expansion, a warranty insurance company had developed several home-grown policies and claims management systems running on disparate legacy technology in multiple U.S. and international locations. In time, this led to inconsistent information across systems and slow response times for core business functions. The company also faced rising costs related to infrastructure maintenance and licensing, and the consolidation and reporting of data was time and resource-intensive.

The Transition Plan

The company sought a technology partner to help it replace its multiple legacy systems with a single, cloud-based solution that would support campaign management, sales automation, customer service and account management. The migration included sunsetting applications running on Java, .NET and the AS/400 platform. The solution needed to accommodate multilingual and multicurrency capabilities and support rapidly changing application requirements with frequent release cycles.



Warranty Insurance Company

Client Profile

The client is a U.S.-based Fortune 500 company with operations in more than 35 countries and over 1,600 employees. It is a leading, global provider of warranty insurance for consumer electronics, automotive and credit card enhancements.

A Customized Solution

Our team was selected because it has a successful track record of helping financial services organizations manage smooth, cost-effective digital transformations.

With a dedicated Salesforce practice and in-depth experience in data management, data conversion and automation testing they were able to translate our needs into effective action.

The project involved moving client information from diverse legacy systems to Salesforce requiring close partnership while managing the process. Salesforce experts conducted a comprehensive analysis of the legacy systems, gathering the information needed to build a new solution aligned with operational and business requirements.

Workflows were designed to meet the specific needs of insurance claims and policy management. The resulting Salesforce Service Cloud solution includes policy administration, claims administration and billing modules across its sites worldwide (including U.S. and Latin America).

Utilizing its proven migration framework to ensure the movement of data to Salesforce and shutting down of legacy systems the project was completed on time and without disruption to the business and its customers.

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"The dedication, productivity, results-orientation, and professionalism we received from the team are exemplary. I could not be more impressed with the great work they do."
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As a final step, the team conducted sanity and regression testing of the new solution. DevOps continuous integration testing will enable the organization to respond quickly to frequent releases and software patches while preventing business disruption.

Challenge

A Fortune 500 warranty insurance company made the decision to move multiple versions of legacy claims management systems, located in multiple states, to a single Service Cloud on the Salesforce customer relationship management platform.

Solution

- Customized Salesforce to meet the company's insurance business requirements
- Orchestrated accurate and timely movement of client data from legacy systems to Salesforce Service Cloud, with the help of a migration framework
- Developed a framework for application testing to ensure that the new system was functioning as intended and future software releases and patches did not negatively impact the business

Proof Points

Migration to Salesforce Service Cloud

- Claim reporting to creation time has been reduced from 45 mins to three minutes
- 50 percent reduction in operating expenses
- Automation of contract creation
- Improved user communications and customer service
- Great end-user experience

Automation Testing

- 70 percent improvement in testing coverage
- 30 percent reduction in the Q/A cycle time
- 20 percent reduction in testing costs

Infinite is a global leader in digital engineering and IT services, with over two decades of experience helping clients turn digital transformation into business value. In 2022 Infinite acquired Fiserv's Systems Integration Services & Digital Channels delivery business, providing Infinite deep domain & product knowledge to offer clients unparalleled IT services.

Cost Savings, Improved Service and Much More

The migration to Salesforce Service Cloud was on-time and on-budget. It has reduced operational costs, speed service to customers, and provided these additional benefits:

- Enterprise users can now access cloud-based applications more quickly, from virtually any internet-connected device
- The company has improved its customer communications and satisfaction with multilingual and multicurrency support across geographies
- Reports are more accurate and take less time and resources to create, improving management decisions and increasing transparency across the organization
- Integration with third party systems is streamlined with the use of the MuleSoft Anypoint Platform™

Connect With Us

For more information, email us at Partners@infinite.com or visit infinite.com

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"We used systems integration services for our Salesforce integration needs. They did a terrific job and provided high quality results. We have many vendors, but this team is a trusted partner"
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Maryland
2600 Tower Oaks Blvd Suite
700, Rockville, MD 20852

help@infinite.com
www.infinite.com