

State-of-the-art Digital Capabilities

For a fully owned subsidiary of a leading Canadian financial services organization that offers diverse range of financial protection products and wealth management services



Challenges

- High cost of operations with multiple systems, siloed operations, and high cost of compliance
- Redundant systems delivering same function with the risk of non-compliance
- 13 out of 17 legacy systems were on mainframe with delayed changes for growth portfolio
- Difficulties in knowledge management
- Disparate processes which varied across products and systems



Solution

- Infosys leveraged its IT/ADM infrastructure services to
 - support the current PAS, infrastructure, and surround systems for 3 years
 - provide ongoing support for Infosys VPAS[®] PAS post conversion
- Planned a phased conversion to convert 2.4 million policies from 17 legacy PAS with Infosys VPAS[®] PAS
- Provided data center migration and infrastructure support for lifting and shifting 7 legacy PAS and over 100 surround systems
- Platform conversion and integration of various legacy data centers, policies, plan codes, products, and administration and surround systems

- PAS moved from 17 legacy platforms to a single administration system - VPAS[®]
- Reduced 170+ surround systems to VPAS surround systems and retained 34 of the client's surround systems
- Single digital platform provided state-of-the-art customer experience
- Provided predictable and committed cost to eliminate operating cost risks
- Enabled seamless integration using next-generation plug and play Infosys Solution
- Committed price that maximizes cost savings by 30-40% by the year 2020
- Helped with rapid new product introductions