Creating cloud-enabled insurance ERP

Key points

1	Using Charles Taylor InsureTech's INSIS on Oracle Cloud, customers benefit from scalability and flexibility
2	OCI platform and automation significantly reduce customer onboarding time and TCO of implementation
3	Cintra and Charles Taylor InsureTech partnership provides customers more scope to focus on business

Charles Taylor InsureTech and Cintra architect OCI platform and automate deployment of its INSIS policy admin solution. This benefits customers by reducing TCO of implementations, enabling them to scale and flex their core insurance platform alongside business growth.

> " The business knew that by switching to the cloud and automating the deployment of the platform and application, it could achieve truly transformational results "

Charles Taylor InsureTech offers a number of digital products for insurance companies, including INSIS, an insurance-focused ERP/policy administration platform. INSIS enables insurers to manage all types of policy in one place, giving them a corporate view of their operations.

INSIS had traditionally been an on-premises installation, with customers deploying, running and managing it in their own data centers. Development of application features took place on Charles Taylor InsureTech's own infrastructure.

The challenge

Charles Taylor InsureTech wanted to move INSIS to the cloud, to enable it to offer the product as software as a service (SaaS), and provide clients with the ability to scale and flex their core platform alongside business growth, decommissioning of legacy systems and the roll-out of new insurance products.

These aims would enable Charles Taylor InsureTech to:

- Achieve a fast-time-to-market insurance solution and new insurance products
- Accelerate customer onboarding and time-to-bill
- Enhance security and data protection
- Shift to an opex cost model, only paying for resources when required
- Integrate with data and applications across the globe
- Deploy/release changes to business and technology systems quickly
- Boost company valuation

The business knew that by switching to the cloud and automating the deployment of the platform and application, it could achieve truly transformational results.

> *Customer platforms can scale automatically as needed, eliminating the need to run infrastructure capable of supporting peak loads all the time*

Platform provisioning and application deployment time reduced from two months to

less than one week

The solution

Having initially deployed INSIS to Microsoft Azure, Charles Taylor InsureTech decided it could better achieve its aims by moving to Oracle Cloud, because of the more attractive commercials and availability of platform as a service (PaaS).

It first deployed to Oracle Cloud Classic, and when Oracle Cloud Infrastructure (OCI) was launched, Charles Taylor InsureTech identified that this would offer further benefits.

It brought in Oracle Cloud architecture and managed services specialists Cintra to partner with it on the journey to OCI-enabled and fully automated deployment.

Cintra's remit was to:
- Collaborate with Charles Taylor InsureTech to validate its cloud architecture designs, ensuring optimal performance, scalability and security
- Use Cintra's RapidCloud tooling to automate OCI provisioning
- Work with Charles Taylor InsureTech to automate deployment of INSIS on OCI
- Manage the cloud platform for each customer on OCI

The outcomes and benefits

Ahead of Oracle OpenWorld 2019, the first customer SaaS deployment of INSIS on OCI is underway, due to complete early 2020. Platform provisioning is fully automated, while automation of the application deployment is in progress.

This has resulted in various benefits for Charles Taylor InsureTech and Cintra's mutual customers.

Reduced customer onboarding and implementation time
- Elimination of two-to-six-month time for traditional on-prem technology procurement
- Platform provisioning and application deployment time reduced from two months to less than a week. Further reductions anticipated once application deployment fully automated
- Ability to support customers in any geography without major cost implications

More attractive pricing for customers
- INSIS is now available as a full SaaS solution, with opex pricing
- Customers no longer need to procure or manage expensive technology
- Customer platforms can scale automatically as needed, eliminating the need to run infrastructure capable of supporting peak loads all the time

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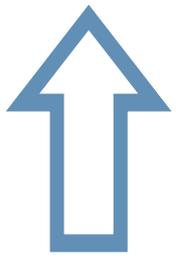
Improved security, compliance and data protection

Scalability and flexibility
- The INSIS solution in the cloud is scalable and usage-based, growing with the insurer's business
- The OCI-enabled INSIS policy admin platform enables Charles Taylor InsureTech and Cintra's customers to rapidly and cost-effectively build and test new insurance products and functionality

Security
- Improved security, compliance and data protection for end customers

Innovation
- Partnership with Cintra enables Charles Taylor InsureTech's team to focus more on innovative insurance application development, with Cintra taking care of platform provisioning and maintenance. This combines to deliver high-end insurance solutions to mutual end customers
- With INSIS on OCI, Charles Taylor InsureTech and Cintra engineers are working to integrate the INSIS platform with AI-enabled Oracle technologies, such as Autonomous Data Warehouse and Digital Assistant. With this initiative, customers will be offered AI-based insurance solutions to enhance their current business, and enable next-gen capabilities, where products and services are intelligently tailored to customer needs, and able to support the prevention and proactive management of claims
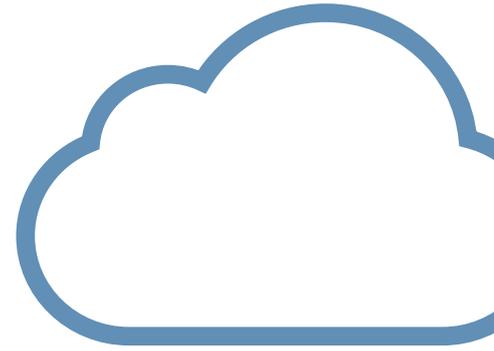
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To find out more about Cintra and how we can help you:

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