

# Improved operational efficiency with comprehensive multiple system integration

## Customer Profile

The client is a leading Middle East-based Insurance provider with more than 60 types of insurance, including medical, motor, fire, property, engineering, casualty, marine, aviation, Takaful, and liability insurance.

Since its establishment, the client has been a pioneer in the insurance sector. With 37 years of experience, they established themselves as the leading provider for all insurance customer segments in Saudi Arabia.



## Processes With Challenges

The client approached us with operational challenges in their business processes, which included the following:

- Customer portal insurance transaction journey
- User performance experience
- Customer retention issue
- Integration of new features
- Prospect customer enrollment

With the knowledge and relevant industry experience, our team implemented a full-stack solution that can help overcome the challenges.



## Strategic Solution Delivered

The following are the solutions implemented:

- Full stack responsive solution using React/Redux/Thunk as front-end technologies (IOS/Android Capability)
- Backend Microservices as architecture using spring boot on Cloud
- Prospect customer management and engagement mechanism
- Extensive security enhancement

Our industry expertise enabled us to deliver a strategic solution that can scale business with efficient operations.



## Benefits Received

Our efficient solution provided the following benefits:

- End-to-end comprehensive multiple system integrations
- Easy policy renewal and new policy transaction journey
- Easy Bulk Insurance buy and maintain
- Significant increase in prospects into customer
- Simple and user-friendly dashboard

We at Conneqt provide various digitally engineered solutions to help our clients grow their businesses.

## About Conneqt Digital

Led by industry veterans with years of deep domain expertise, Conneqt Digital delivers tangible business outcomes with our efficient digital transformation initiatives. Commitment toward continuous excellence and a customer-first approach made us the strategic, trusted partner to revamp and reimagine the digital transformation journey of over 200 clients.

We help our clients **grow Revenues, enable Efficiencies, and enhance their Digital Experience.**