

GlobalLogic

A Hitachi Group Company

Transforming **insurance operations** and reducing costs with a scalable digital platform

A leading pet insurance provider needed to scale operations, optimize costs, and enhance customer experience while expanding into new markets. GlobalLogic **defined a Digital Business Transformation strategy**, reengineered customer touchpoints and processes, and developed a next-gen digital platform that streamlined operations, reduced costs, and positioned the company for sustainable growth.

100%

internal adoption
achieved

48%

cost-per-claim
reduction

\$9M

in savings over two
year



Opportunity

A fast-growing pet insurance provider serving 200K+ policyholders aimed to expand into new geographies and scale operations. However, **rising operational costs and inefficiencies followed their revenue growth**, threatening profitability and long-term expansion.

The company needed to optimize business processes, enhance digital customer engagement, and improve operational efficiency to sustain its growth. A **future-proof digital strategy was critical** to achieving these goals while ensuring scalability and cost-effectiveness.

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Value Delivered

- Defined a multi-year **Digital Business Transformation strategy** to optimize customer touchpoints, processes, and technology.
- Developed and deployed a **next-gen digital platform** using Software Product Engineering and Cloud-Based Platform Ecosystems.
- Built an **offshore engineering lab with Agile** best practices for seamless execution and scalability.

Impact

- **100% adoption** of digital processes within six months, improving agility and efficiency.
- **\$9M+ in cost savings** over two years through automation and optimized workflows.
- **48% reduction in cost per claim**, driving improved profitability and sustainability.
- 30% of customer inquiries routed through self-service, reducing agent workload while **improving service response times by 40%**.