



CLIENT SPOTLIGHT PROPERTY & CASUALTY INSURANCE COMPANY

Azure Data Platform decreases data load times from 60 hours to 3 hours & monthly close processes from days to hours

CHALLENGE

This client is a specialty property and casualty insurance company with nearly 8,000 employees globally. The company faced significant challenges with performance issues and highly manual processes, which resulted in multiple days to close their books each month and premium calculation tasks. Considering a modernization effort, they looked at both on-premises and cloud solutions, seeking validation for improved performance and scalability in the cloud. With concerns about managing large volumes of data and avoiding excessive costs associated with developing a large application on-premises, the client aimed to optimize their operations while shortening their close cycle. The business looked to find a partner to prove out the cloud to streamline processes, enhance performance, and achieve cost savings through flexible scaling options, helping to make a go / no-go decision for on premises vs. cloud deployment.

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SOLUTION

3Cloud began with a proof of concept to prove that the current 'International' Enterprise Data Warehouse (EDW) can be migrated to an Azure Data Platform with increased performance and lead the client on their decision. Our team completed a pilot or PoC to test the Synapse Modern Data platform with the client's data. This PoC was successful and exceeded all performance criterion.

After the successful PoC, the client partnered with 3Cloud to fully deploy a next-generation Azure data platform for their international insurance business. This platform standardizes all bordereaux data and provides a holistic risk management view across all cover holders. In the next engagement, the 3Cloud team extended upon the work completed in the pilot and deployed a production-ready industry leading Azure Modern Data Platform.

The architecture 3Cloud developed will provide the client with the agility to meet existing and future business needs and deployed with best in class practices that will reduce overall time to delivery for data & analytics. Aside from the technical perspective of our work, the 3Cloud team has become a trusted partner to the client, providing coaching and guidance on the infrastructure we implemented and also from an agile scrum standpoint. In a next engagement, 3Cloud will take what we did for the company's international location and repeat it for the U.S. location.

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RESULTS

3Cloud’s collaboration with the client has had major impact across various areas of their business operations. Our solution helped the business to reach their goals including reduced time to delivery, unlock performance and agility, gain cost efficiency and enhanced analytical capability.

We achieved impressive reductions in runtime, streamlining their daily and monthly close processes to just an hour or two, a significant improvement from the previous, often days long process. Historical data loads, once taking five days, have been reduced to a mere ~45 minutes, marking a substantial leap in efficiency. In addition, our efforts have also led to a remarkable decrease in total data load times, going from 60 hours to just 3 hours.

However, beyond these quantitative gains, 3Cloud’s ability to focus on the people, to cultivate relationships and provide knowledge transfer between our team and the client’s illustrates our belief that enabling individuals is often even more important than the technology itself. By coaching and supporting an environment that encourages the use of agile methodologies and teaching the client’s development team dimensional modeling and development patterns, we’ve empowered them with modern project management and development. Moreover, our collaborative efforts extend beyond immediate optimizations, as evidenced by our engagement in working to understand how to implement an analytics program for their U.S. operations, as well as providing a GenAI workshop to learn how AI can be integrated into the business. Our partnership continues as we look at the client’s business roadmap to align on how they’d like their cloud journey to progress from a business standpoint and how 3Cloud can help them to move forward on that journey.

CLIENT PROFILE

Specialty property & casualty insurance company

Annual Revenue: \$6B

Employees: 8,000

Innovation Focus: Data & AI