Insurance Company Drives Agile Culture for Next-Gen Claims

The client

Founded in 1937, this organization is a leading auto insurer in the U.S. employing 43,000 people and has expanded its offerings internationally. To date, the company has more than 20 million policies in force.

The challenge: Drive digital transformation faster and at scale through Agile and Scrum

As part of an enterprise initiative, the organization's IT director for its claims department set an ambitious goal: Mobilize a team of in-house developers to build a new, custom, internal-facing claims application to replace outdated and high-risk systems — several decades old and used by more than 20,000 claims reps.

Modernizing digital claims processing not only improves business functionality but also elevates the overall user experience. Creating a customized platform was a strategic decision to avoid an out-of-the-box solution used by many other insurance companies, which would create a competitive edge for the client. But to realize this new company vision, its teams needed to foster a culture of acceleration, improved project delivery, faster time to value, and a more effective way to implement best practices for agility and Scrum — all driven by a commitment to continuous learning.

Industry:

Insurance

Insight provided:

- Agility coaching
- Scrum coaching
- A timeline for app development and rollout

Insight services:

- Consulting Services

The solution: A team of dedicated Agile and Scrum experts providing unrivaled support and guidance for in-house teams

The client selected Insight based on our expertise in delivering and implementing Agile methodology and Scrum coaching capabilities. Introducing proven practices while assessing the client's acceptable pace of change was critical to the successful adoption of its transformation initiative.

To address the team's goals, we focused on two different workstreams organized into three distinct delivery phases: Immerse, Enable, and Evolve. We immersed ourselves in the product and work, then enabled the client through growth opportunities to own their agility, affording teams the flexibility to evolve as new challenges arise. Insight delivered our strongest team of Agile and Scrum experts, as well as a UX expert, to guide the client's Agile enablement efforts and guarantee a seamless user experience. Our teams were able to accelerate productivity by quickly building trust and familiarity with the client's in-house teams as we enabled tools and engagements to guide the client's Agile transformation efforts, including:

- User story mapping sessions
- Forecasting exercises
- Agility health checks

The benefits: A new culture of strategic acceleration — leading to significant cost and time savings

Embracing Agile and Scrum frameworks has had a significant impact on the development and rollout of the new enterprise program, enabling the client to not only deliver a competitive next-gen claims processing application but also allow it to scale and customize as the organization evolves. By immersing ourselves into the client's teams, Insight was able to expand our influence beyond the initial two teams in 2018. By the end of Q1 2022, Insight will have more than 90 teammates engaged across several platforms and programs.

The company's leaders continue to maintain a strong relationship with Insight's Client Engagement Manager (CEM), bringing agility to new areas of the business. Having the CEM highly engaged and available reduces the wait time for meetings and allows us to quickly uncover how we can best support this valued client's ongoing efforts.

Through this companywide initiative — and the means to roll it out strategically — the client has seen significant cost savings in the accuracy and efficiency of claims processing and digital pay enablement. The organization has transformed its ability to provide value, to hit deadlines on time and within budget, and to serve its customers, achieving 26% value creation over baseline — in other words, the client's projected cost savings for this enterprisewide project has been exceeded thanks to Insight's involvement. In addition, the client's rewrite and delivery of its in-house claims application has enabled the organization to deliver value to end-user customers 58% faster than previous comparable projects.

The integration of Insight experts with the client team has been so seamless that a leader within the organization praised the partnership, observing "you can't even tell who's Insight and who's not." As our partnership continues, this insurance giant will continue to evolve with Agile and Scrum principles at the core of a forward-thinking culture.

Benefits:

Enterprise initiative delivered on time and within budget

$74 million
in accuracy benefits

$49 million
in efficiency benefits

Value delivery accelerated by 26% over baseline

Digital payments enabled

Insight