

Insurance Suite Product Development



Client

The Client is one of the leading solution providers in the Insurance domain in Europe.

Industry

Insurance

Business Challenges

- To document requirements without missing any flows for different business process.
- Translating these requirements captured by the business analyst to technical specifications for the development team.

Technology

- The product is envisioned to be web based solution. Java/J2EE is used as the development platform. The user interface is developed using JSF (Java Server Faces) to facilitate in rapid application development using predefined components. Ajax is extensively used to provide rich user interaction on the screens.
- The business logic is encapsulated within web service. We have used hibernate as persistence mechanism to support multiple database like DB2, Sybase, MySQL and HSQL. The business process is developed using workflow and XML representation.
- The product can be deployed on any J2EE application servers like tomcat, Websphere or Weblogic.

Description

Zenith Software Ltd (ZSL) has an in-depth understanding of the Insurance business and has dedicated Insurance practice to service the specific business requirements of the industry.

Most of the Insurance companies in Europe currently use multiple products for managing different entities and business processes involved. The Client planned to develop an integrated application to address all these areas. The application is used as a product with minimum configuration and customization for different clients.

The product is developed using generic framework to support both life and non-life insurance business process.

Functionality

The product covers the following functional aspects

- Partner Management – To manage the clientele (like policy holder, agents info etc) information
- Product Factory – To manage different products to be used by the insurance company
- Contract Management – To create offers and policies and to manage the changes on them
- Distribution Network – To manage different sales network within the insurance company
- Claims Management – To address the claims on different policies based on different events
- Commission Management – To automate commissions to be paid to the agents within the sales network based on the offers created

ZSL Approach

The entire development is carried out using iterative development cycle. A prototype was developed to showcase the technology used. The requirements is gathered using custom developed tools to describe the business process along with tools like pencil for developing wire-frame documents for capturing screen navigation.

The business process is implemented using XML and data model; which is easy to adapt and change. The customers can edit the business process to suite their requirements.

The major benefit provided in the architecture is parameterization. This allows the client to customize and implement the solution with a very minimum maintenance effort. The business rules are externalized and rule engine is developed to parse and implement the business logic; there by empowering the client's business analyst to define custom business rules as needed.

The heart of the application is a compute engine which performs all the calculation like premium, benefits claims and commissions. In order to support high scalability the application is divided into multiple layers and all the business layers are integrated using web services.

Benefits to the Client

- The insurance suite is developed using the requirements captured by the SME (subject matter experts) at the customer site and implemented using the highly technical team at ZSL. As result, we have solution with a technical edge to meeting the challenges and capable of addressing the insurance market needs in Europe.
- The solution is developed using multi layered architecture to support scalability and business logic is exposed as web services and can be consumed by other applications.

Since the entire the entire solution is developed at ZSL Bangalore; an exhaustive test bed has been prepared to test different possible scenarios as envisioned by business analyst. The development team has strictly followed the java coding standards as laid down by ZSL quality assurance team.

The code is versioned and maintained using Microsoft Visual source safe. We have developed auto build features to build and deploy the application on daily basis to the staging server.

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Development Process

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