

Case Study SafePoint Insurance



About Client

SafePoint is an admitted property and casualty insurance company based in Tampa, FL specializing in coastal regions of the United States. We are a premier provider of insurance protection focused on providing superior customer service, expedited claims service and providing policyholders the peace of mind they deserve. SafePoint works with independent insurance agents to sell our products. With above average levels of policyholder surplus and local presence, SafePoint has the resources to protect your client's most important assets. SafePoint is rated "A" Exceptional by Demotech.

About Aggne

Aggne is an emerging market leader in advanced automation technology for the insurance industry. With a diverse team of passionate individuals, Aggne is redefining the industry by bridging the gap between business strategies and technology priorities. With over a decade of experience, Aggne's portfolio of solutions enables them to deliver unparalleled services and help insurance companies and insurtech organizations achieve their strategic goals in a constantly evolving world.

Aggne expertly managed the migration from the legacy system to Duck Creek, achieving several key outcomes

Smooth Product Migration

Aggne seamlessly migrated all products from the legacy system to Duck Creek, ensuring that the insurer's product offerings were transitioned without disruptions.

Well-Defined Production Support Framework

Aggne established a clear production support framework, which guarantees smooth business operations and ongoing maintenance of the Duck Creek platform. This framework provides a structure for addressing any issues that may arise during day-to-day operations.

Reusable Project Model and Training

Aggne not only created a reusable project model for future migrations and implementations but also trained the organization to utilize the new tools effectively. This empowers the insurer to adopt new technologies and systems more efficiently in the future.

Successful Transition and Model Product Rollout Plan

The migration to Duck Creek was successfully completed, with a plan in place for a "Model Product Rollout." This plan outlines the process for launching new products on the Duck Creek platform, ensuring a streamlined and consistent approach to product development and deployment.

Through these accomplishments, Aggne has facilitated a smooth and successful transition to the Duck Creek platform, setting the stage for the insurer's ongoing growth and innovation in the competitive insurance market.

The Aggne team provided comprehensive support to the insurer in migrating from their legacy system and implementing improvements:

Swift Migration Completion

Aggne successfully completed the migration from the legacy system for the Policy, Billing, and Claims systems within an impressive 6-month timeframe. This rapid transition minimized disruptions to the insurer's operations and allowed for a quick realization of the benefits from the new systems.

Reusable Project Model

Aggne established a reusable project model for future implementations, ensuring faster delivery with a risk-free transition. This model streamlines the migration process and reduces the potential for errors, making it easier for the insurer to adopt new systems and technologies in the future.

Managed Services Support

Aggne set up managed services support for the client, providing ongoing assistance with bug fixes, enhancements, and platform maintenance. This support ensures that the insurer's systems remain up-to-date, stable, and capable of meeting their evolving business needs.

DCT Version Upgrades with SwiftUpgrade

Aggne utilized their proprietary SwiftUpgrade product to upgrade the Duck Creek Technologies (DCT) platform versions. This efficient and automated approach resulted in a faster and more seamless upgrade process, offering the insurer access to the latest features and improved performance.

By providing these services, Aggne effectively supported the insurer in overcoming the challenges of their legacy system, establishing a foundation for future growth, and maintaining a competitive edge in the market.

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