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Financial Services Group Revamps IT to **Boost Both Service and Savings**

Case Study

Overview
Multi-pronged transformation approach

A leading South African financial services group, with operations across the continent and an annual revenue of close to $2.5 billion, was looking to boost customer service and cost savings. In line with this, it partnered with Zensar to move to Guidewire Cloud while deploying a multi-pronged approach to enhance operational efficiency, data accuracy, and scalability.

Zensar's brief:

- De-risk the Guidewire Cloud move by resolving complex data integrations between Guidewire systems and the existing data landscape.
- Develop flexible, near real-time features for efficient and effective reporting.
- Build new reusable components to reduce the overall efforts for operationalizing the technical Guidewire architecture.

Beyond the brief:
We modernized and transformed the company's IT landscape with efficiencies cascading to all existing downstream applications.

Challenges
Multiple mandates

The organization's IT team was under pressure to deliver on all of these priorities:

- Minimize disruptions during the transition to ensure smooth data integration.
- Maintain compliance with regulatory requirements by ensuring data security and integrity.
- Enable quick and informed business decisions with access to real-time data and enhanced data accuracy.
- Enhance reusability of components from the existing ecosystem to cut development time, ensure consistency across different applications and systems, and boost cost savings.

Solution
Comprehensive modernization journey

With the goal of streamlining data integration and enhancing operational efficiency, we embarked on a comprehensive modernization journey that covered these key solution components:

AWS layer: We developed a fully functional AWS layer, designed to act as the intermediary between the Guidewire cloud application and all peripheral systems. This was the cornerstone of the transformation. We ensured that all data exchanges with the Guidewire Cloud application were routed through the AWS layer, eliminating direct interactions with the Guidewire systems to enhance security and manageability.

Data transfer: This process was meticulously planned and executed to ensure seamless and efficient data migration. We transferred data from on-prem systems to AWS S3 buckets, using AWS Datasync services, SnowSQL, and Python and Java scripting. Next, we loaded CSV files into AWS S3 buckets using AWS Datasync services.

Reporting and analytics: We chose Snowflake as the enterprise data warehouse (EDW) architecture to support the enterprise's data warehousing needs. This decision was driven by Snowflake's robust capabilities in handling large volumes of data and providing scalable, high-performance analytics. We then pointed all existing Qlik reports to the Snowflake EDW with minor refinements to ensure continuity in reporting and analytics with augmented performance.

Monitoring and governance: We included comprehensive monitoring and governance from a data flow perspective to ensure that data integrity and quality were maintained throughout the process. Additionally, we implemented a metadata-driven ingestion framework to provide a scalable and efficient way to manage data ingestion and transformation.

Impact
Energized business operations

According to internal benchmarks, these results were delivered:

- Improved performance, from the data ingestion perspective on the cloud, by 40 percent.
- Reduced the actual report count, with rationalization initiatives, by 50 percent.

Business outcomes: The solution transformed the company's data infrastructure, ensuring enhanced efficiency, scalability, and data integrity. This, in turn, led to the cost and service efficiency required to boost business agility.

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Part of the $4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

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