

OVERVIEW

The stringent stability requirements on insurance technology infrastructure and the complicated effort to modernize different systems have left companies using legacy, on-premise terminals for client operations.

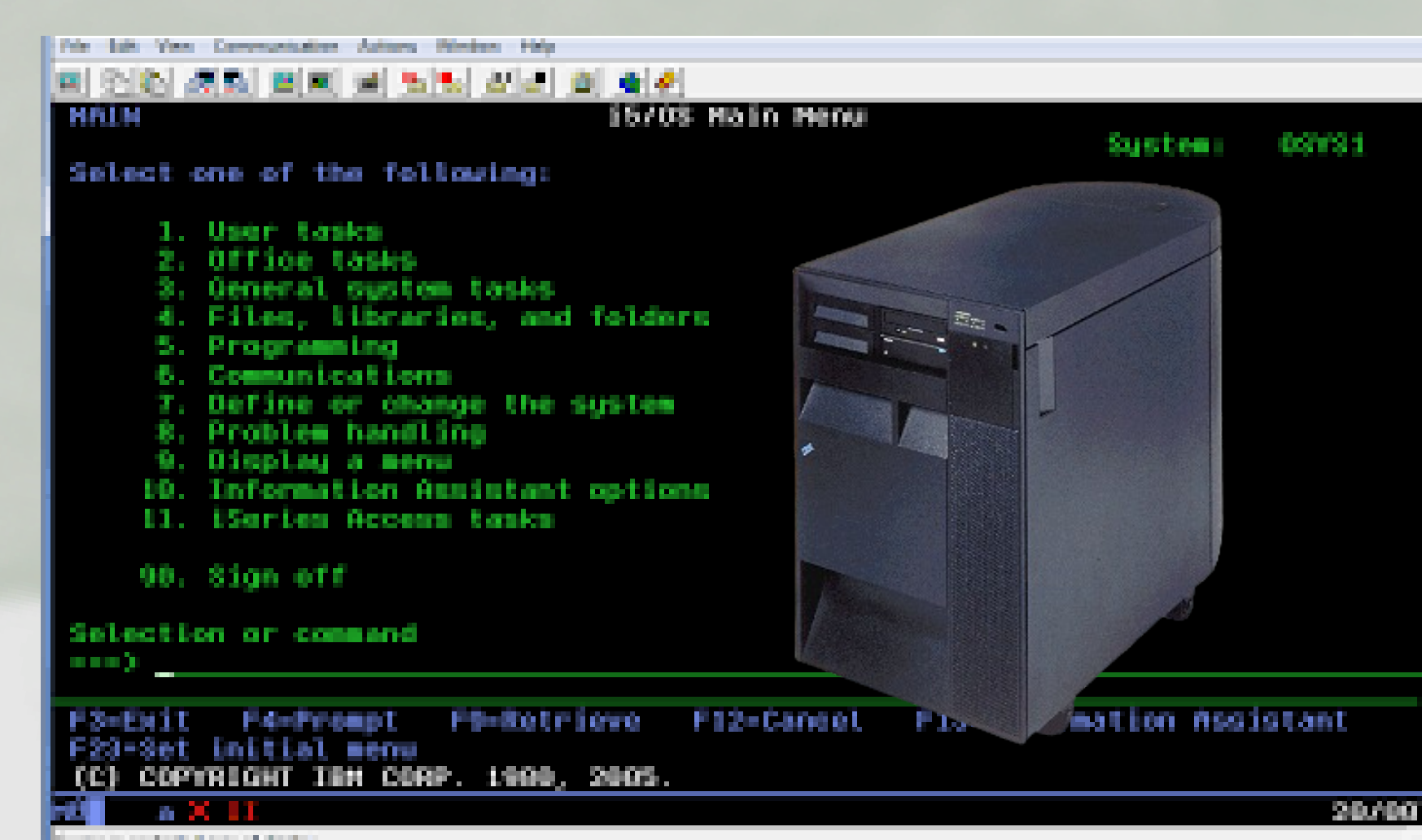
The shared concept of cloud computing provided a game-changing model of near-100% uptime, service scalability and lower costs. The end of support for on-premise terminals translates into a great opportunity to reconsider modern web stacks for client operations.

OBJECTIVES

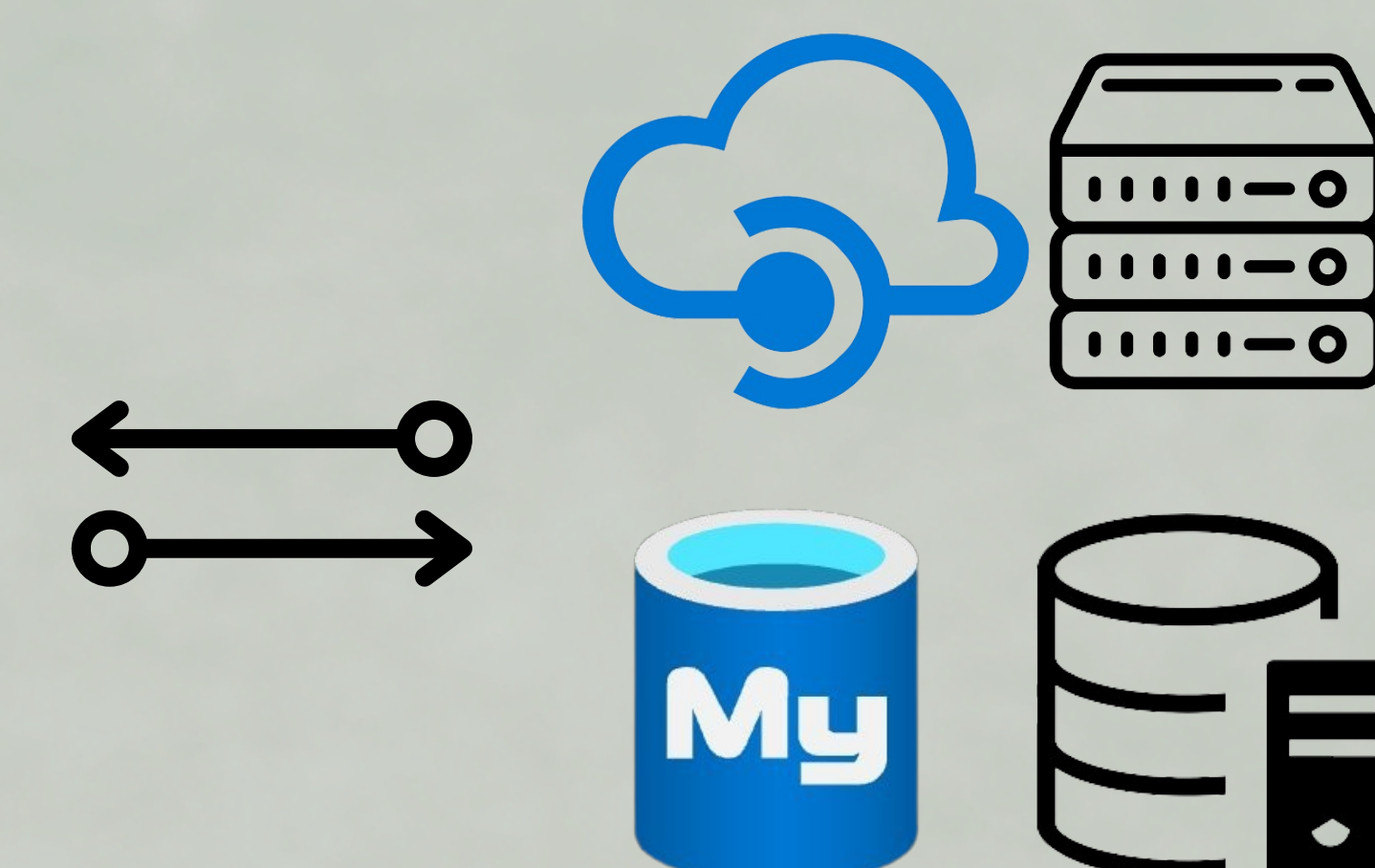
Using the scenario of onboarding a new customer, the project carves out the architecture of a dynamic web service, deployed onto the cloud to replace on-premise terminals (eg IBM AS/400). It also reduces operational steps for operation personnel, such as underwriters to check the eligibility of insurance subscription.



Operational Staff / Sales



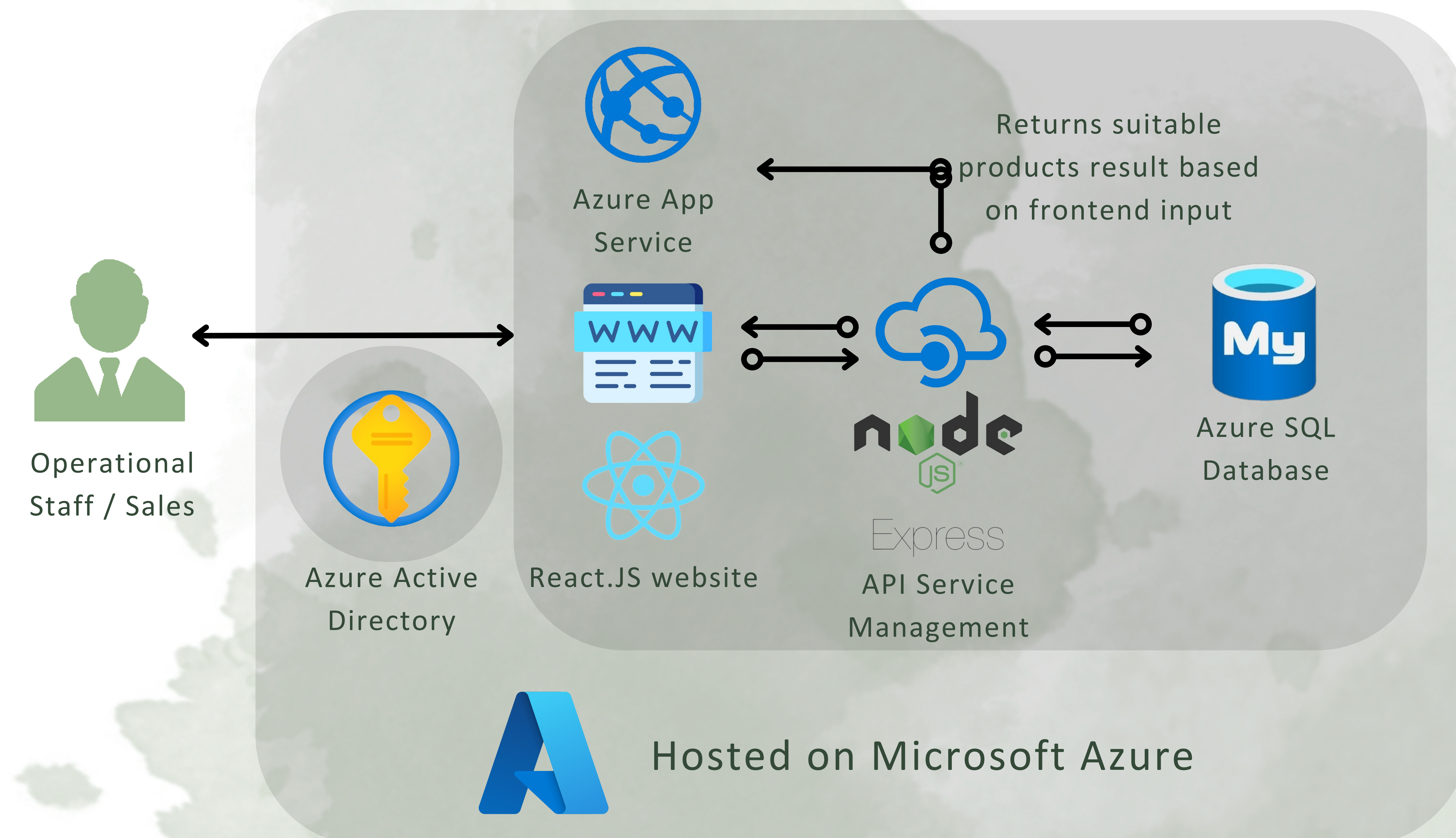
IBM AS/400 Terminal



Other company integrations with on-premise/cloud APIs and databases

An illustration of the existing legacy architecture of insurers

SYSTEM ARCHITECTURE



POWERED BY

- Web, API and database hosting: Microsoft Azure
- Frontend development: React.JS for dynamic interface (server-side rendering)
- API development: Node.js and Express

CONCLUSION

Given the rapid transformation in recent years creating new customer experiences for profit, back offices shall also transform its core systems to save maintenance and manual operation costs.

This project demonstrates that a new user interface, combined with the ensemble of cloud services, can integrate with new/existing APIs while satisfying business-as-usual operations.

The created platform is able to, from the perspective of a salesperson:

1. Record new customer information
2. View inputted customer information to conduct underwriting
3. Add new products to the catalog