

Leading Insurance Company Drives Innovation with Data

A Modern Insurance Platform Built for Industry



SPECIFICATIONS

INDUSTRY

- Insurance

DRIVERS

- A desire to adopt a Data as a Product strategy to improve operations and customer service.
- The need to overcome data silos, inconsistent data quality, and limited accessibility.
- A requirement for a robust and integrated data platform to support advanced analytics and actionable insights.

PROJECT TYPE

- Data Platform Modernization

PRODUCTS

- Microsoft Fabric
- Microsoft Purview

DEPLOYED

- United States

For decades, this leading insurance company has provided products and services to hundreds of thousands of policyholders. They understood the immense amount of data throughout their operations is no longer a byproduct of business operations, rather it is a critical asset that drives decision-making, innovation, and competitive advantage. Their leadership wanted to adopt a Data as a Product strategy throughout their organization to address gaps in operations and customer service.

A Data as a Product strategy treats data with the same level of importance as any other product, ensuring it is curated, managed, secured, and delivered to meet the needs of its users. That's why they partnered with Hitachi Solutions to develop a cutting-edge insurance data platform that serves their entire organization at every level.

Challenge

The insurance company faced challenges typical of many in the industry, including siloed data, inconsistent data quality, and limited accessibility. These issues hindered their ability to perform advanced analytics and derive actionable insights from their data. Recognizing the need for a more robust and integrated data platform, they turned to Hitachi Solutions for industry & technology expertise and guidance.

To achieve their strategic goal of Data as a Product, they turned to Hitachi Solutions for their industry and technical expertise to create a platform using Microsoft Fabric & Microsoft Purview. Their leadership wanted to have the most innovative design running on the most advanced Microsoft data platform available so that they could get cutting-edge support for their data discovery and data meshing requirements for their Data as a Product platform. The customer also wanted to ensure they were working with the most highly qualified Microsoft partner for the delivery of the Fabric-based services and that's why they chose Hitachi Solutions.

Solution

Hitachi Solutions responded to these challenges by designing and implementing a modern insurance data platform built on Microsoft Fabric and Microsoft Purview. This platform is characterized by its multidimensional grid structure, which supports various domains and functionalities across the organization. Key components of the solution include:

- **Self-Service and Data Product Discoverability:** Employees across different departments, including claims and billing, can easily discover and access the data they need through user-friendly interfaces and comprehensive data catalogs that document available data products, including metadata, usage guidelines, and quality metrics. This enhances discoverability and empowers users to leverage data independently.
- **Data Integration and Centralization:** The platform integrates data from multiple sources, including claims and policy data, centralizing it into a unified system. This ensures consistency and accuracy, making it easier to access and analyze data.
- **Data Mesh Functionality Secured by Purview:** Implementing a data mesh architecture, the platform ensures that data ownership is decentralized while maintaining global data governance and security using Microsoft Purview, allowing for agility and scalability. This structure is robustly supported by Purview's comprehensive data governance, privacy, and compliance capabilities, which safeguard data integrity and accessibility across the organization.
- **Scalability and Flexibility:** The platform is designed to be scalable, accommodating future growth and evolving business needs. Its flexible architecture allows for easy adaptation and integration of new technologies down the road.
- **Enhanced Security and Compliance:** Data security and compliance are paramount in the insurance industry. The platform incorporates robust security measures and compliance protocols to protect sensitive information and ensure regulatory adherence.

Benefits

Utilizing Microsoft Fabric and Microsoft Purview, this initiative enhanced data accessibility, organization, and integration, ultimately enabling advanced AI applications and enterprise-wide analytics improve operations and customer service to bring new opportunities and cost savings.

- **Increased Efficiency and Productivity:** The streamlined data management processes have reduced operational inefficiencies. Employees can now access and analyze data more quickly, leading to faster decision-making and improved productivity. Knowledge workers can now find and access the data products they need effortlessly and securely, enabling more efficient analysis and decision-making. The availability of more data products also provides easy yet secure consumption, empowering the business to leverage data in innovative and impactful ways.
- **Data Quality:** Centralizing and integrating data has improved data quality and consistency. This has resulted in more accurate analytics and insights, driving better business outcomes.
- **Data Security:** Data security has been significantly bolstered by the implementation of the data mesh model and Microsoft Purview. This combination ensures that sensitive information is protected through comprehensive data governance, privacy, and compliance measures, while still allowing secure access to data products across the organization.
- **Improved Customer Experience:** With better data access and analysis, the company can provide a more personalized and responsive customer experience. This has led to higher customer satisfaction and loyalty.
- **Strategic Advantage:** The advanced analytics and AI capabilities have given the company a strategic advantage in the competitive insurance market. They can now identify trends, assess risks, and capitalize on opportunities more effectively.
- **Future-Ready Infrastructure:** The scalable and flexible nature of the platform ensures that the company is well positioned to adapt to future technological advancements and business needs.

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