



Let's Solve

Efficient Core Solutions Management for Reduced TCO

Powered by

LTI's Duck Creek Center of Excellence



A Larsen & Toubro
Group Company

Improving total cost of ownership (TCO) of core solutions is at the top of mind for all carriers. Becoming more efficient in the management of core applications through the use of powerful configuration features can reduce production support and maintenance costs and much more.

The Vision

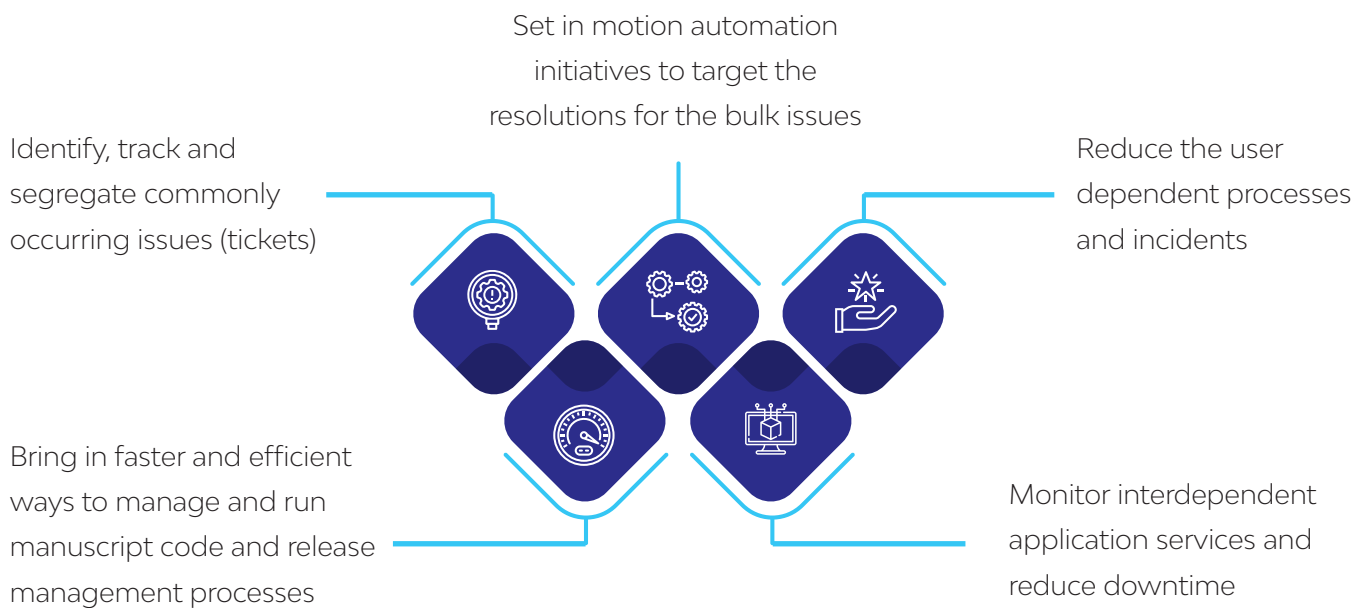
Boosting the efficiency of day-to-day business is a bottom line essential, and carrier success today depends largely on robust, organization-wide processes and automation. The benefits of these efforts can reach well beyond the obvious—from the improvement of customer Net Promoter Score (NPS) by reducing turnaround time for incidents, to the ability to free up valuable resources to instead drive new strategic innovations.

This blueprint describes how to establish a time-tested methodology and a set of processes and tools to eliminate waste.

Solution Construct

The Need

In order to achieve this vision, carriers must be in a position to:

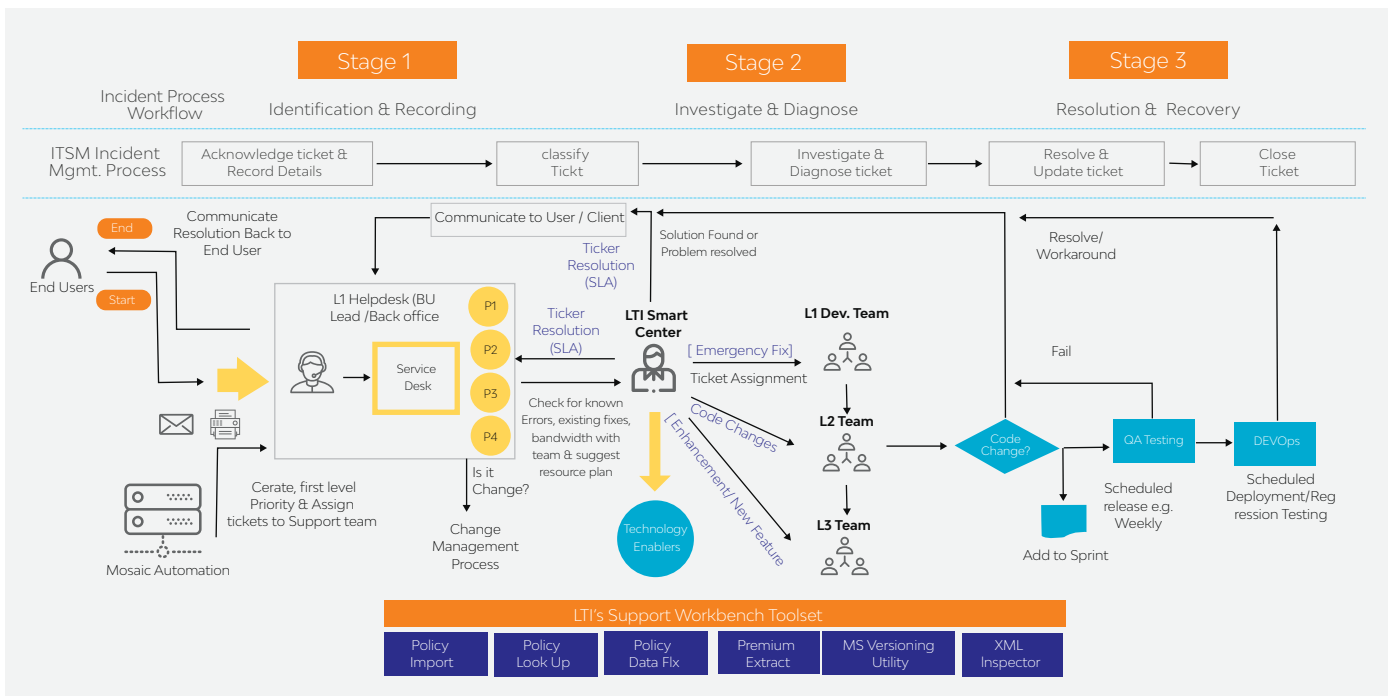
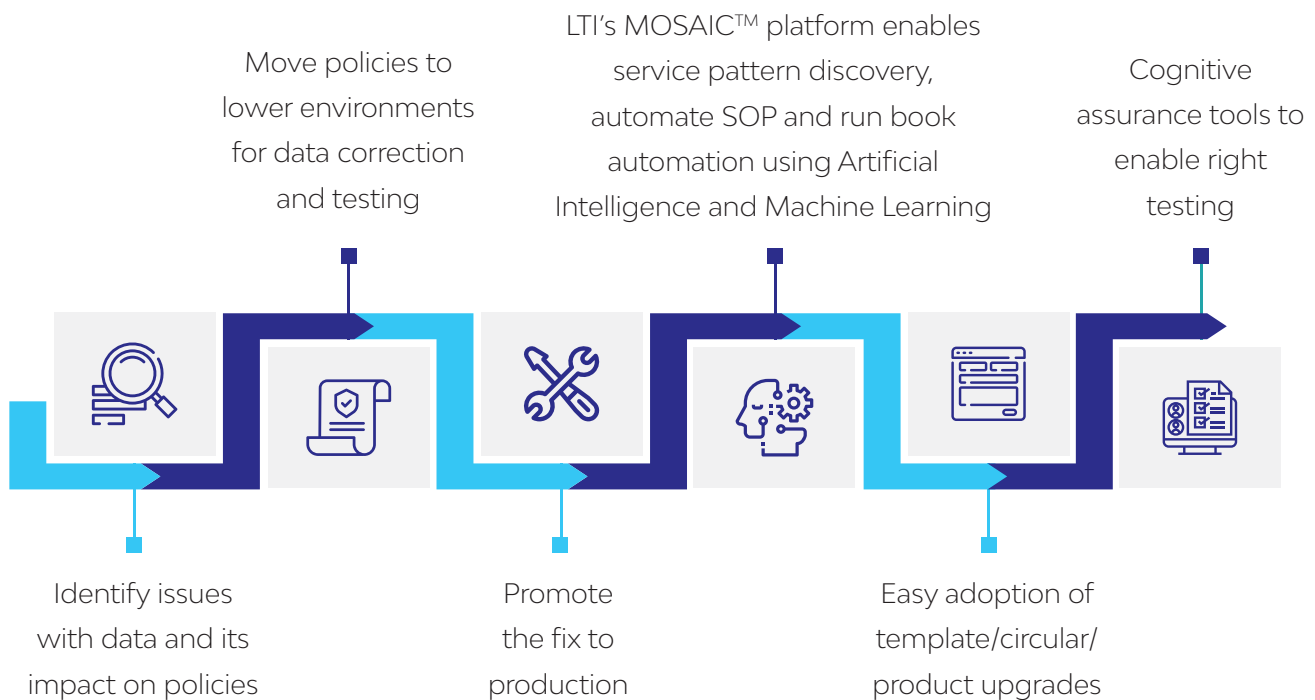




The Process

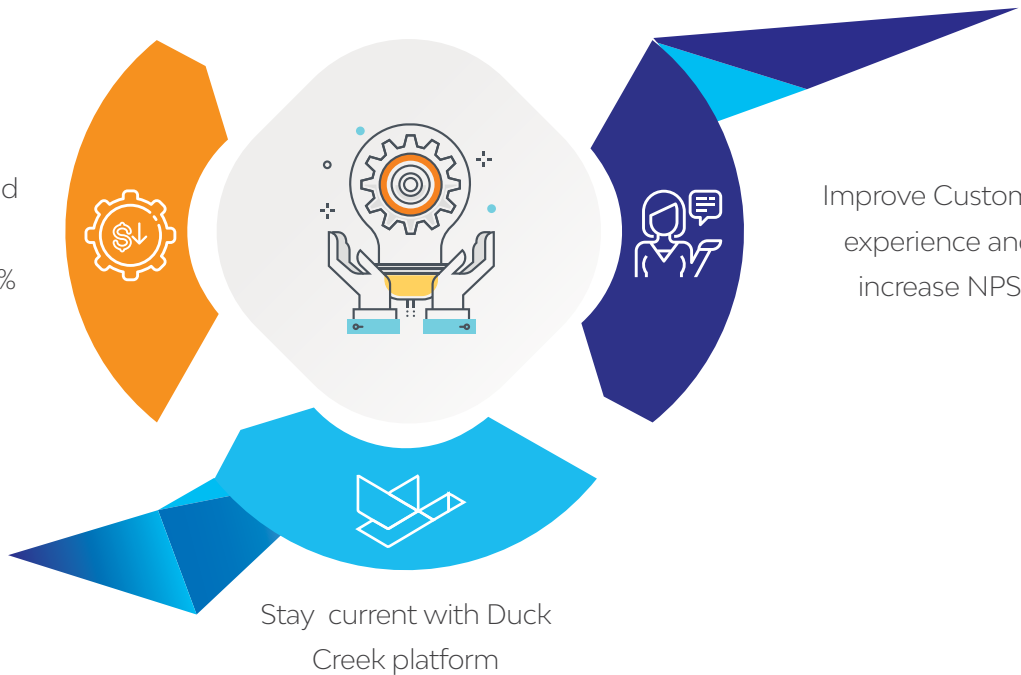
LTI's production support framework is based on LTI's proprietary MOSAIC platform which encompasses tools to address core solution resolution management end-to-end.

Production Support Workbench is predominantly used by systems analysts to:



The Outcomes

Maintenance and support cost reduced by ~30%



Improve Customer experience and increase NPS

LTI Advantage

LTI's production support framework is a combination of well-defined process and tools used to resolve production incidents and automate maintenance requests carried out by the support team. LTI's MOSAIC™ platform and Duck Creek API's help insurers realize the full potential of the Duck Creek Solution and reduce the ongoing maintenance cost.

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