ADOPTING A LOW-CODE PLATFORM

a.s.r. PUTS IN PLACE A SOLID FOUNDATION FOR MODERNIZATION

a.s.r., a leading Dutch Insurance company, is on the path of low-code adoption with OutSystems. To support a.s.r. in this adoption journey, a partnership with Infosys, one of their partners for IT and BPM services (specifically the Pensions department), commenced in 2010. Over the past year, Infosys has worked extensively with several clients to set up OutSystems workload and platform teams and their application ecosystem with its architectural runway on the OutSystems platform powered by Azure cloud.

Meghana Shivaram, Global OutSystems Center of Excellence (CoE) Lead, Infosys, chatted with Lex van de Geest, Enterprise Architect, a.s.r., to understand the key drivers behind their decision to choose low-code based modernization and the impact of Infosys' partnership in this journey.

a.s.r.
de nederlandse
verzekerings
maatschappij
voor alle
verzekeringen

a.s.r. partnered with Infosys to deliver high quality applications using OutSystems as the low-code/no-code platform

Lex

Meghana

There is an increasing trend of enterprises adopting low-code for modernizing and developing new applications. a.s.r. started their low-code journey with the business line for disability insurances. What were some of the key challenges that led to selection of low-code platform for this program?

Other applications too are being built with their own rationale. To illustrate, we will develop a systems of engagement layer, with OutSystems, on top of the SAP real estate backend for our real estate department.

Infosys and OutSystems played a pivotal role in creating the required workflows and business rules.

Lex

To enhance the usability of our systems-of-record for our disability insurances, a lot of bespoke development, i.e. integration with employers and interaction with individual clients, is required. The low code platform provides an efficient environment for those developments.

Meghana

It looks like you are already forging ahead with low-code expansion in multiple business lines. Can you enumerate some of the key benefits derived from this program?

Lex

Currently, we are building applications to support the disability insurance funnels that connect the a.s.r. portals with the systems of record administration. These applications will reduce architecture complexity by cutting down on the number of components and technologies and speed up development by reusing components.

In addition, we are adding innovative digital capabilities such as improved quality with built-in security, CI/CD, automated testing, and usage of AI Mentor Studio (erstwhile architecture dashboard) to improve customer services. Integration in the a.s.r. IT landscape is a challenge and it was critical for successfully delivering improved quality and support. We have also achieved an agile way of working using in-built DevOps extended by integrating with a.s.r. Azure DevOps.

Meghana

We understand you chose a complex business case for the initial implementation. Can you please take us through your key priorities on this journey?

Deliver a future-ready IT platform to retain number one position in the Dutch income market

Lex

Lex

Our top priority was the transformation of the IT landscape for the disability insurance business department. We strategized a plan focusing on delivering value by modernizing several existing applications and decommissioning obsolete technologies such for BPM workflows and an outdated rule engine.

Two-pronged approach to reduce architecture complexity and speed up time to market

Lex

Meghana

Lex, as we close this conversation wanted to ask about your experience with the Infosys team on this program?

Lex

As an existing offsite IT partner for accessing applications and several technologies, Infosys was a natural choice for helping us with OutSystems as well.

Infosys voluntarily initiated the set-up of the team needed for a.s.r. right at the beginning of the OutSystems adoption project. Infosys has been able to deliver high quality staffing and build OutSystems applications for real estate.

Based on this experience, Infosys broadens their role as our partner for a series of technologies and will continue to play an important role in helping us realize our business goals. And the OutSystems collaboration has only just begun!

Infosys is a strategic partner to help realize a.s.r.'s business goals

Lex

Meet the experts

Lex van de Geest

Lex is the Enterprise Architect at a.s.r. He has over 35 years of experience in the Insurance industry. Lex is an expert on the amalgamation of IT and business operations to provide data driven insights and decision making. Prior to this, Lex was the Team Manager, IT&C Development, and head of the OutSystems program at a.s.r.

Meghana Shivaram

Meghana is a Global OutSystems Center of Excellence (CoE) Lead at Infosys. She has a diverse experience of about 18 years spanning IT delivery and program management. Meghana's focus area is low-code practice incubation, GTM, partner management, and building value-added solutions.

About a.s.r.

ASR Nederland N.V. **(a.s.r.)** is the second-largest insurer in the Netherlands. **a.s.r.** helps its customers share risks and build up capital for the future. We do this with services and products that are good for today, tomorrow and always, in the fields of insurance, banking products, pensions and mortgages for consumers, businesses and employers. **a.s.r.** is also active as an asset manager for third parties. **a.s.r.** is listed on Euronext Amsterdam and is included in the AEX Index. For more information, please visit **www.asrnl.com**

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