

Standardizing For Speed:

HOW WE STREAMLINED DEVELOPMENT FOR

# SOUTH ASIA'S LEADING INSURANCE FIRM



# About the Client

One of **South Asia's leading private health insurers**, the client has issued **over 36 million policies** and successfully processed more than **3 million claims** in FY24. Their diverse portfolio includes motor, health, crop, fire, liability insurance and more.



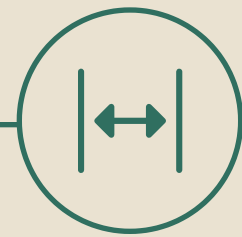
# The Challenge

As the company expanded, it encountered challenges such as



## Slow Development Cycles

Manual processes and a fragmented tech stack hindered development speed.



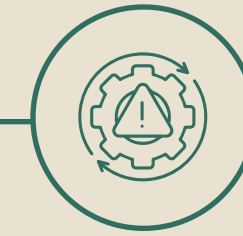
## Gaps in DevOps Observability

Limited visibility into application and infrastructure affected troubleshooting.



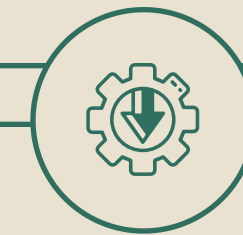
## Maintenance Difficulties

Legacy systems and inconsistent coding practices hampered maintainability.



## Silos and Inefficiencies

Communication barriers due to inconsistent tools and knowledge sharing.



## Decreased Developer Productivity

Developers spent too much time on repetitive tasks and fixing bugs, hindering their ability to create new features.

# The Objective

The insurance firm knew it was time for a change. They needed a solution that would:



## Establish a Consistent Development Lifecycle

to deliver features faster and more efficiently.



## Reduce Manual Tickets and Overall Costs

by automating tasks.



## Promote Reusability

to accelerate development and reduce duplication.



## Improve Security Footprint

by implementing automated checks and best practices.



## Reduce Infrastructure Cost

by optimizing resource utilization and eliminate unnecessary infrastructure sprawl.

# The Solution

Through our platform engineering expertise, we offered to deliver a robust toolkit to streamline development and operations leveraging BACKSTAGE. This comprehensive platform focused on:

**Configuration  
Management**

**Automation**

**Deployment**

**Containerization**

**Testing  
automation**

**Infrastructure  
As Code (IaC)**

**Platform  
Orchestration**

**Manage N  
Number Of  
Environments**

# Implementation Roadmap

We helped through each stage of the implementation, from setting up foundational services to optimizing your platform for continuous improvement.

## Base Setup

Establishing the core platform foundation for efficiency and scalability.

## MVP for Developer (MVC, API, SPA)

Empowering developers and DevOps teams with self-service provisioning for resources and access to modern coding tools.

## Migrate To The Client's Environment

Optimizing and automating deployment processes for faster and smoother releases.

## Support & Assistance

Training and detailed documentation and fostered a feedback loop to continuously refine the platform based on user needs and industry best practices.

## SRE Expertise on Tap

Implementing Site Reliability Engineering principles to ensure platform uptime and performance.

## DevOps Journey

Establish rollback strategies and disaster recovery plans for unforeseen issues.

# MVP

Through our platform engineering expertise, we offered to deliver a robust toolkit to streamline development and operations leveraging BACKSTAGE. This comprehensive platform focused on:

1

## Infrastructure for MVP

- Networking
- Logging
- Tracing

2

## Templates - MVC & Web API

- Logging
- Tracing
- Automapper
- CORS
- API versioning
- Error handling
- Security Headers
- Data source connectivity

3

## CICD

- Jenkins
- Terraform CLI
- Build System
- Deployment (Helm)

4

## Package Manager

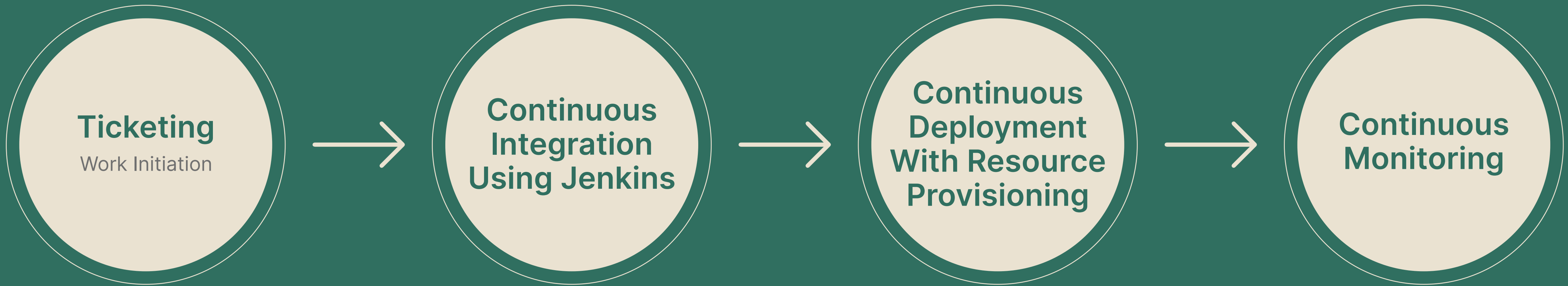
- NuGet

5

## Backstage

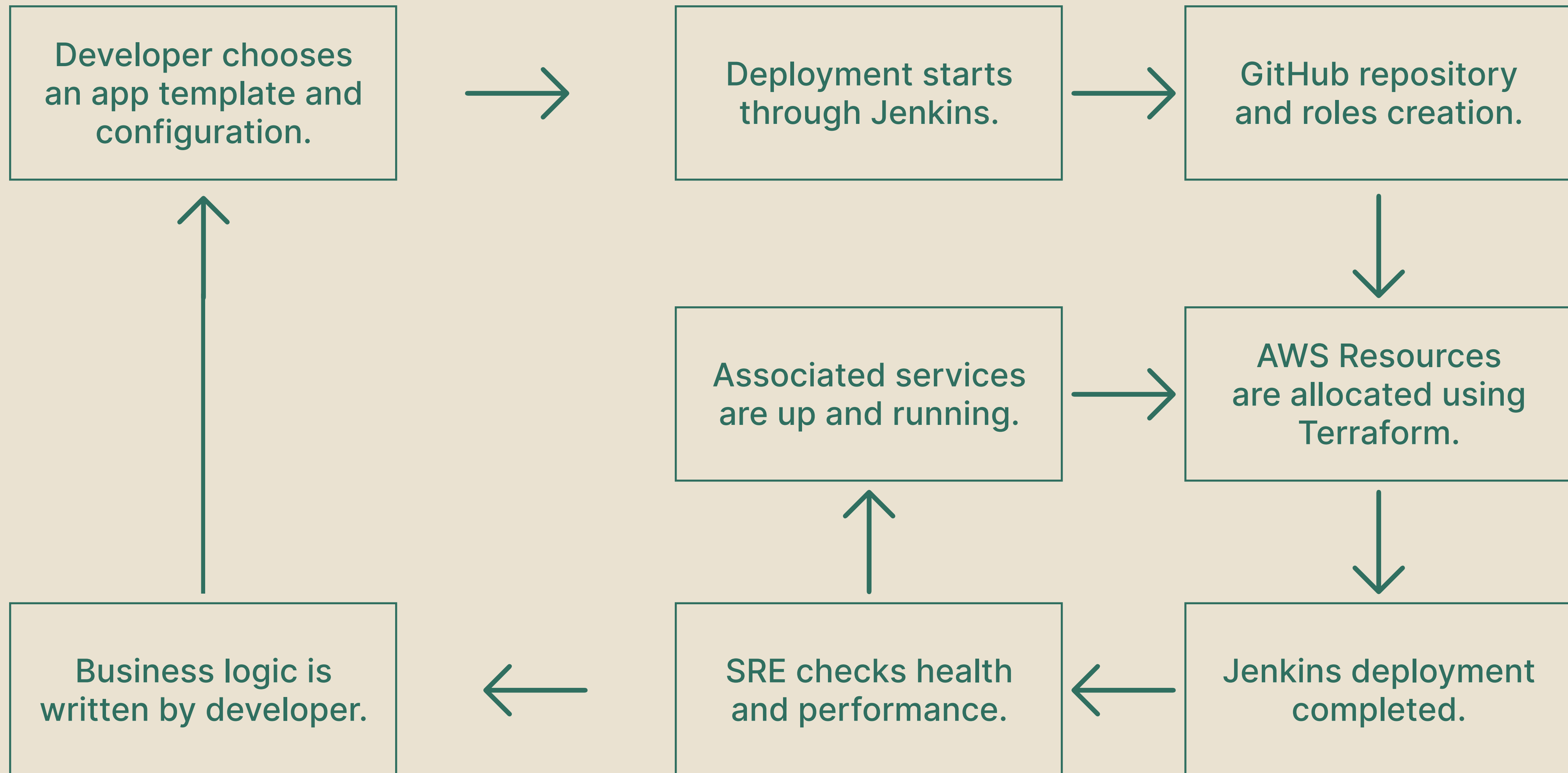
- AD integration
- Jenkins plugin
- Documentation
- Catalog
- management
- Swagger integration
- Templates

# Building Blocks of the Platform





# Developer Workflow



# Ownership Distribution



# DevSecops Improvements

**Env provisioning  
is automated.**

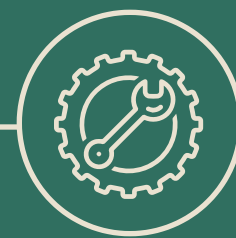
**Metrics capture  
available OOB.**

**CISO approved  
pipeline setup  
by default.**

**CI/Cd pipeline  
available by  
default.**

**Ability to scale  
up and down  
by changing  
configuration.**

# The Impact



## Improved Maintainability

- Reduced complexities with consistent coding standards and automated quality checks.
- Enhanced Developer Productivity through streamlined workflows and reduced debugging time.
- Transparent Service Management with consistent metrics and monitoring across services and APIs.



## Broken Down Silos

- Improved knowledge sharing through a centralized platform fostering
- collaboration.



## Faster Time to Market




- Automated Approval Management streamlined approvals across teams, expediting deployments.
- Enhanced Security: Automated checks ensure secure code and infrastructure.

# Our Clients



# Thank You!

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