

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.



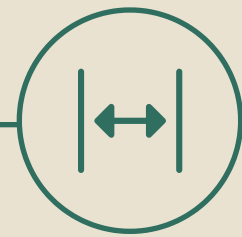
The Challenge

As the company expanded, it encountered challenges such as



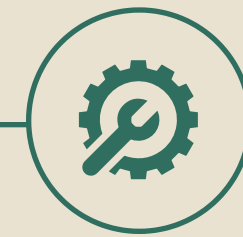
Slow Development Cycles

Manual processes and a fragmented tech stack hindered development speed.



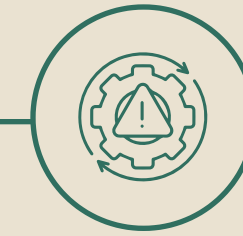
Gaps in DevOps Observability

Limited visibility into application and infrastructure affected troubleshooting.



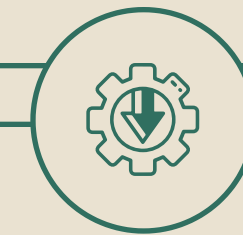
Maintenance Difficulties

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

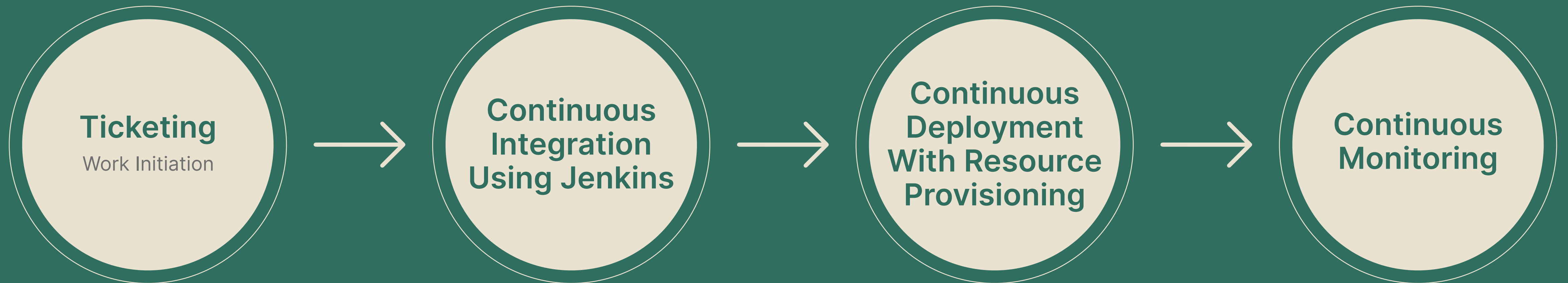
- NuGet

5

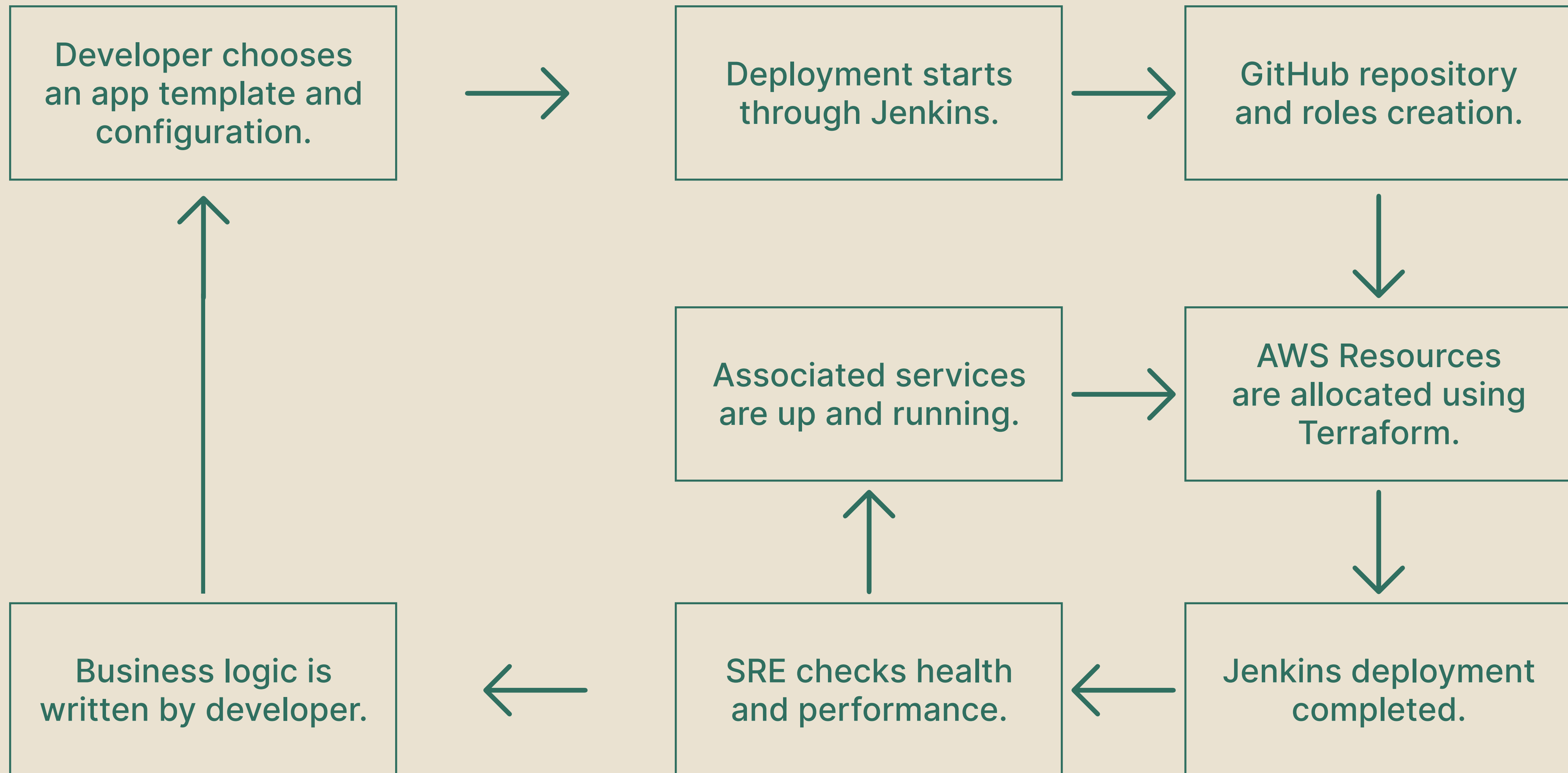
Backstage

- 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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