Success Story

Higson

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About the client

Warta, the second largest insurer in Poland and part of the Talanx group, introduced a new tool to streamline agents' day-to-day work, including all sales processes. The solution needed to be user-friendly, fast, and scalable to meet the demands of Warta's extensive agent network.

Challenges

- Warta required a robust system to handle complex sales processes and pricing configurations efficiently. The solution needed to be easily modifiable by business users without IT intervention and capable of integrating with multiple third-party systems, including legacy systems from the late 1990s.
- The system needed to support various pricing structures, product metadata management, frontend configuration, and user privilege settings, all while ensuring rapid response times and scalability.

Solution

Warta chose Higson to manage and optimize their sales processes and agent tools. Higson provided several key features that addressed Warta's requirements:

Central Pricing Configurator

Each product has its own pricing structure consisting of functions and decision tables. Whenever the actuarial model is updated and the pricing strategy changes, the application can be modified on the fly thanks to Higson.

Product Dictionary

All product metadata is maintained in one place, serving as the reference data system for consistency and ease of access.

Higson

Frontend Configurator

Various frontend elements' attributes are parameterized and configured in Higson, allowing business users to modify them without IT involvement.

User Privileges Matrix

With more than 50 user profiles based on several factors, the user privileges configuration is integrated with third-party login authorization, ensuring secure and efficient access management.

Advantages for the Client

Implementing Higson provided Warta with several significant benefits:



Faster Response Times

The system achieves response times faster than 100 milliseconds, an impressive result considering the number of third-party systems, including legacy systems, that the software communicates with.



Distributed Architecture

The system's distributed caching and computing power allow thousands of agents to use the system simultaneously without performance degradation.



Independence from IT

Thanks to the parameterization of many frontend elements, business users can change the application without involving the IT department, increasing agility and reducing dependency on IT resources.