

Insurance Consultancy Provides Premium Data Platform for Customers

*Decision Inc. Australia develops a mobile ready, modular software solution to deliver **industry process digitisation and better insurance and risk management outcomes.***



THE CLIENT

An Australian insurance, risk, and change consultancy, specialises in helping their clients improve operations, reduce risk and improve bottom line performance among a host of other unique services. The insurance industry had been slower to fully embrace the benefits of digital transformation but the combined ongoing impacts of COVID and increasing environmental unpredictability have driven change.

THE CHALLENGE

The company identified an opportunity in the market to digitise the commercial and retail property asset management process for its clients and use this data to drive better insurance and risk management outcomes. This opportunity would position the client as a leader for digital transformation in their industry, one early to market with a unique solution.

The company needed an expert partner to help it build a custom innovative application that supported the digitisation opportunity, one that understood the insurance industry and was innovative.

The company turned to Decision Inc. Australia to help it realise its innovative idea.



THE SOLUTION

“Data is only as good as the systems we put in place to make sense of it all,” said Aiden Heke, CEO, Decision Inc. Australia. “Some organisations and sectors are ahead when it comes to becoming modern workplaces, while others – such as the insurance sector still present opportunities. This opportunity of digital transformation will encourage businesses to jump ahead of the competition with a modern approach to business and data.”



Based on Microsoft technologies and developing within the .NET framework, Decision Inc. established a fully-automated delivery process using Azure DevOps CI/CD pipelines. By implementing a microservices architecture the team were able to use Docker to deploy each microservice. Furthermore, integrating business intelligence capabilities allows the solution to surface critical KPIs and analytics within the application and as a separate set of application reports. Decision Inc. considered the architectural choices available aligned to the client’s business strategy and recommended a mobile ready, modular approach. Furthermore, it struck a balance between building expediently for the now versus deeper capability for tomorrow.

THE OUTCOME

Decision Inc.’s capability helped the company’s investors understand the key benefits behind the proposed solution.



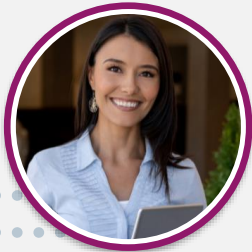
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Building a new proposition and taking it to market takes patience, alignment and courage and we wanted to be sure the same entrepreneurial and innovative mindset sat across the table from us. We allowed partners to see, touch and feel our future and Decision Inc. gave us the most comfort they were in this for the long haul and would be flexible in the tough times. They shared our work ethic and our sense of humour!

Company Spokesperson

The company's clients are now able to make decisions and realise business efficiencies with a fuller understanding of risk, due to the data and analytics platform. This innovation has set their company apart from competitors and helped turn not only their practice, but that of their customers, into modern workplaces.

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We are fortunate that we have experts in our field and technology around the table. We provided full transparency of the process and selection criteria and gave them access to Decision Inc. to conduct their due diligence. They were satisfied in our process and selection of our partner, and this gave them confidence ultimately in our ability to deploy their capability successfully.

Company Spokesperson



ABOUT DECISION INC.

Decision Inc. Australia is a leading independent data and analytics consultancy which delivers value from data faster.

We serve the Australian community and industry and believe that great data and analytics expertise will underpin economic recovery and prosperity. We provide insights and accelerated business improvement capabilities to help our clients in their pursuit of progress.

