

# DataOps Transformation: Empowering a Fortune 500 Insurer with Enhanced Performance & Scalability



## The Client

The client is a leading US-based, Fortune 500 annuities and life insurance provider, delivering its services via independent distributors. The company provides services to over 2 million customers and it aims to deliver financial security to customers worldwide.

## The Challenge

Our client was facing several challenges with their data platform, as well as in managing their data operations. Their data sources were being stored and managed in **siloes** and their **data platform was outdated**, which was causing **storage and system clogging issues**. This also made it difficult for the client to run basic queries and ETL jobs and created bottlenecks in carrying out daily data-related activities.

The client also lacked formal DataOps processes such as **incident management**, which created difficulties for business users in accessing and using the data. Furthermore, **inefficient data protection and security** raised concerns over the privacy of data. All these challenges were adversely impacting the data platform and pipelines, resulting in **inefficiencies and higher costs**. This was also impeding the client's ability to leverage data for **data-based decision-making** and meeting their business objectives.

Managing and mitigating these issues with the existing big data platform support team was rather challenging, time consuming, and was tying up database managers due to **capacity constraints**.

To overcome these issues, the client partnered with Visionet for a comprehensive DataOps solution.







## Our Solution

Visionet partnered with the client to provide DataOps solutions to address their challenges. Our team started by analyzing the current data platform and the existing system and identified underlying areas of improvement concerning performance, efficiency, stability, and cost-optimization.

We worked closely with the client and leveraged best practices to implement our proposed solution. Redundancies in the data platform were identified and eliminated, and workload queues were fine-tuned for improved performance. We also updated the entire infrastructure to newer and more compatible versions to ensure smooth data flow and delivery to business users. In addition, a comprehensive security audit was performed, based on which security gaps and high-risk areas were identified and stricter, role-based security measures were implemented. This helped to control data access and also ensured high data quality for end-user consumption.

Team Visionet also helped the Fortune 500 insurer devise and adopt formal processes for incident and problem management- which was particularly helpful in performing root-cause analysis in case an issue arose. This also ensured that errors were resolved as per SOPs and measures were taken to prevent their recurrence. Finally, we implemented data observability tools that would allow the client to monitor data pipelines end-to-end, ensure smooth flow of data across the lifecycle, and identify any bottlenecks proactively.

Our solution paved the way for a DataOps culture for the client, thereby allowing them to realize operational efficiencies. It also transformed their data platform to become high-performing, efficient, agile, and easily adaptable to future business requirements.

## Technology Stack



# Benefits Delivered



- Significant cost savings by eliminating redundant resources – cost savings of as much as 30% per year
- Enhanced data protection & security
- End-to-end visibility of data & improved transparency
- Increased platform stability
- Optimized system performance & efficiency
- Accelerated implementation of data-driven solutions through enhanced agility
- Improved scalability

## About Visionet

Visionet is an engineering-led company driven by innovation. In our journey of 27+ years, we've helped over 350 clients across various industries to innovate faster, remain relevant, and build better products and services. With more than 8,000 people worldwide, across our 14 locations, Visionet provides transformational consulting, technology, and outsourcing services and solutions for a broad range of industries. For more information, visit <https://www.visionet.com/>.

**For more information, visit [www.visionet.com](https://www.visionet.com)**

### Headquarters:

4 Cedarbrook Drive, Bldg. B,  
Cranbury, NJ 08512  
609-452-0700

### United Kingdom:

Yoooserv, Dakota,  
De Havilland Dr,  
Weybridge KT13 0YP

### Germany:

c/o Design Offices Berlin am Zoo,  
Budapester Strasse 35,  
10787 Berlin