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CONSUMERS'
GUARANTEE
INSURANCE

50% Improvement in
Policy Data Processing
Performance for CGI

How Navsoft's strategic IT solutions empowered CGI to replace an outdated platform and enhance customer service and business data processing.

Client

Consumers' Guarantee Insurance Company Ltd. (CGI), founded in 1993, is a leading motor and home insurance company based in Bridgetown, Barbados. To maintain its leadership and serve customers with optimum efficiency, CGI sought to modernize its customer management and policy handling processes.
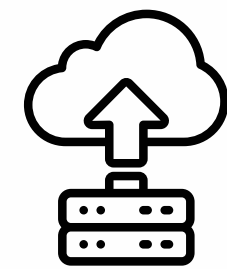
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Challenges

CGI faced critical challenges with its existing IT infrastructure that hampered data management and customer service:
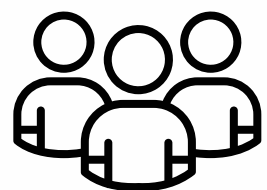
Outdated Customer Servicing Platform

CGI's existing customer servicing platform required significant investment to remain stable.

Complex Data Migration

Migration of approximately 13 GB of data and intranet content from the old system to a new platform with minimal business disruption.

Lack of Unified Customer View

Existing on-premise ERP software lacked seamless synchronization with the customer servicing platform, affecting visibility.

Inefficient Policy Claim Renewal

The policy claim renewal process was not automated, impacting the accuracy and speed of business data processing.

Navsoft's Solution

Navsoft partnered with CGI to undertake a comprehensive digital transformation, focusing on replacing their outdated customer servicing portal with an enterprise CMS platform and integrating it with their existing ERP, leveraging Salesforce Sales Cloud:
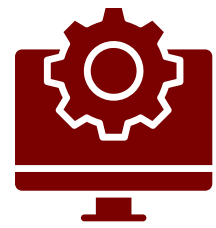
Enterprise CMS Platform Implementation

Replaced CGI's outdated customer servicing portal with a new enterprise CMS platform built on the latest .Net technology.

Seamless Data Migration

Successfully moved approximately 13GB of valuable data from the old system to the new platform with minimal business disruption.

Salesforce Sales Cloud Solution

Implemented a Salesforce Sales Cloud solution to enhance CGI's customer servicing capabilities.

Automated Policy Claim Renewal

Automated the policy claim renewal process, leading to more accurate and timely business data processing.

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Key Results

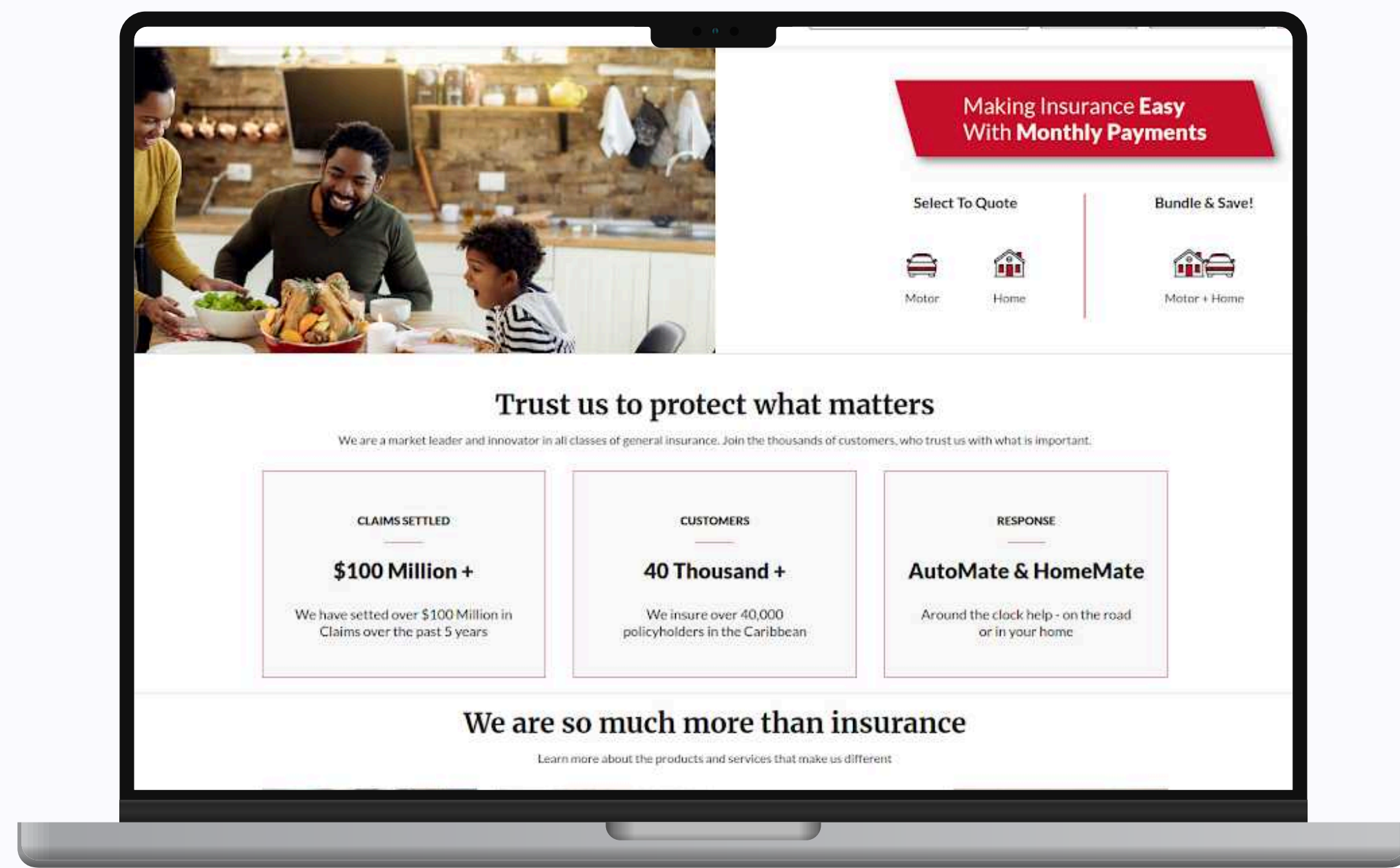Navsoft's cloud solutions and AWS expertise delivered significant improvements for CGI:

50% Improvement in Policy Data Processing Performance

Enhanced Sales Pipeline Visibility

Accurate & Faster Data Processing

Improved Customer Servicing Capabilities

Seamless Data Synchronization

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Ready to Achieve Similar Results?

Let's discuss how Navsoft can address your unique challenges and goals.

Schedule My Consultation

www.thenavsoft.com