

ITWorx Becomes a Seamless Custom-Development Arm to Riskclick



riskCLICK

Country:
United States

Industry:
Financial Services, Insurance

Customer:
Riskclick

Executive Summary

In the Insurance industry, Riskclick is software company that focuses exclusively on underwriting profitability and modernizing the way insurance brokers service customers and market risks. Riskclick needed a trusted partner to design, develop, and implement a set of features that would enhance its insurance solutions and automate its processes to win ultimate customer satisfaction. ITWorx built a long-term relationship with Riskclick after successfully delivering them advanced Web services and features, including workflow engine, thin client, and notification features, as well as infrastructure scalability.

The Customer

Riskclick is an insurance industry software company that focuses exclusively on underwriting profitability and modernizing the way insurance brokers service clients and market risks. Headquartered in New York City, Riskclick have extensive insurance domain knowledge and provides insurance solutions that helps insurance companies to achieve a more agile, efficient, reliable, and profitable business.

The Challenge

Riskclick delivers outstanding benefits out of Web Services to the risk management and insurance industry. Riskclick required a quick and efficient way to modify and enhance its Web Services platform in response to the ever increasing customer needs. Modifications included enhancing core platform components such as the .NET based workflow engine, Client Relationship Management, Thin E-mail Client with no add-ons, and a new notification engine. After evaluating more than a dozen remote providers of professional software services, Riskclick selected ITWorx to design, develop, and implement the project.

Technologies and Software

- .NET Platform
- ASP.Net
- C#
- Oracle 9i
- Oracle iFS

The Solution

ITWorx was able to quickly and efficiently understand the design and implementation details of Riskclick existing platform, thoroughly grasping all the business rules, flow of work, and processes to create an automated system that enhances the insurance process and meets the requirements of the different entities involved. Within weeks, ITWorx was acting like a seamless extension to Riskclick team; actively communicating with Riskclick software architecture team and taking part of the strategic software design process.

ITWorx developed an engine that acts as the core workflow platform for automating the insurance business processes. To solve the problem of high system traffic and mal-performance, ITWorx overhauled the workflow management infrastructure of Riskclick platform, introducing HTML e-mail, a feature that enables Riskclick clients to perform all workflow-related transactions through e-mail clients. ITWorx also developed a customization engine that empowers customers with more control over their preferences.

ITWorx introduced the Thin Client feature to Riskclick software; enabling customers to reply to discussion threads via e-mail without having to go through the complexities of logging on to the Web portal and navigating to the discussion. Finally, ITWorx enhanced the functionality of the existing notification system; assuring higher delivery speed for notifications and providing rich functionalities.

The Benefits

Extending Riskclick platform in multiple directions

ITWorx succeeded to stretch the potentials of Riskclick platform to include infrastructure scalability, a redesigned advanced workflow engine, and new notifications and CRM functionalities. ITWorx redesign of Riskclick workflow engine has improved performance threefold. The email interface helped off-load system resources and provide an overall more flexible customer experience. Also, the use of security certificates helped achieve the project's objectives while preserving the integrity of the system.

Improving the total user experience of Riskclick customers

As a result of the orchestrated workflow, the customers were able to get their work done without having to log on to the site. This has resulted in improvements in bandwidth requirements and a reduction in the overall cost of maintenance.

Establishing a cost effective offshore development model

ITWorx team thoroughly understood the business and marketing requirements of Riskclick. In its successful offshore development model, ITWorx delivered a top notch .NET platform architecture, design, development, and software testing capabilities. ITWorx dynamically adjusted its team size to react to Riskclick requirements; resulting in higher value deliverables and successful relationship.

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