



## Saving \$80,000 on an insurance app with AWS

When one company wanted to improve their insurance underwriting app, they turned to the Amazon Web Services (AWS) Cloud to streamline their database and greatly improve their real-time service with new features and optimised efficiency.

### BUSINESS NEED

This particular app was built by the CEO himself and, due to his technical background, he knew moving to the Cloud was a must for expanding the project and keeping it competitive.

He had already experimented with a Cloud platform that wasn't to his needs, but the versatility and variety of AWS convinced him to migrate over. Doing so also opened up new features and the possibility to continue expanding the product to meet the growing needs of insurance agents.

### PROJECT DETAILS

The first step involved moving from the previous server to an AWS Virtual Machine, which enabled better performance and better facilitated adding extra AWS services. This is also made it more accessible and helps keep the solution future-proof and unrestricted.

Additional conferencing facilities and audio recording capabilities were also integrated, which greatly improved functionality for users. Digital signature services, likewise, were incorporated, ensuring the solution offered features seldom seen in this particular market.

When it came to usability, the app needed to run both smoothly and quickly, yet still access 10 years' worth of audio files. This was achieved by encoding files via Lambdas. Current market solutions are quite expensive, at around \$80,000, but a home-grown serverless solution managed to encode all 11 TB of data for just \$200. Now, the app can readily access vast data records with ease.

Finally, many of the existing features were moved to Serverless dockers to ensure all operations run smoothly, despite demand.

### BUSINESS BENEFITS

The new system is much more efficient, giving insurance agents more options when dealing with applicants. It also offers a smoother experience that users can rely on to meet their exact needs.

- Thanks to AWS & MySQL's 'read and point' approach, the app never slows down during user requests
- Encoded audio allows the app to quickly access extensive records with ease
- Optimising the database has made the service uncompromisingly fast
- The microservice architecture ensures the service can be easily expanded and improved going forward
- The inclusion of digital signatures adds much needed features for users, not found in competing products

# 11+ TB

of recordings **searched and processed.**

# 9 million

**Minutes** of audio stored.

# \$200

To encode **10 years** worth of files.

# 20 sec.

Between call and **final decision.**

## TECHNICAL DETAILS

### SOLUTIONS

AWS Cloud, Amazon EC2, ECS Fargate, Twilio, Terraform, Programmable Voice, Programmable SMS, Programmable Chat

### TECHNOLOGIES

Terraform, .Net, .Net Core, C#, MySQL

### TOOLS

Amazon EC2, Twilio, Amazon S3, SQS, DynamoDB, Amazon ElasticCache & Search, Lambda Function, API Gateway

### TEAM

5 x Backend Developers, 2 x Mobile Developers, 2 x Manual Testers, 1 x Automated Tester

## ABOUT THE CLIENT

The Client offers specialist software as a service (SaaS) solutions for insurance providers. Their solutions enable insurance providers and their agents to interview applicants in real time while collecting historical data to validate and confirm/deny their claims. To date, they have completed over a million applications.

## ABOUT PGS SOFTWARE

PGS Software is one of the largest public listed custom software & services providers in Poland. As an AWS Advanced Consulting Partner, we specialise in Cloud projects - consulting, cloud-native development, application modernisation, & migration. Working according to agile methodologies (Scrum, DevOps, & Continuous Delivery), we create mobile & web applications as well as provide Business Analysis, Visual Design, UX, UI, & QA services to Clients worldwide. We have development & business entities in Poland, UK, Germany, & Spain.



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