

Implementing a Digitally Integrated Operations Model

Organizations today are constantly looking for transformation opportunities across business units and core operating processes. In order to fully realize their long-term goals and unlock the true potential of their investments, it's imperative to break down organizational silos and enable cross-functional collaboration. A digitally integrated operations model enables businesses to adopt a more holistic approach to address operational challenges, reduce cost of operations, enhance customer experience, and ensure governance and security.

This study by Everest Group, sponsored by WNS, covers:

- The architecture and characteristics of a digitally integrated operations model
- Operational requirements from a transition and governance perspective with expected business outcomes
- In-depth focus on the insurance industry and understanding the challenges for both traditional and greenfield insurers
- The success story of how Convex Group, a Bermuda-based greenfield insurer, implemented this model, and the resulting business impact

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