



A leading insurance brokerage firm increases its data pipeline speed by 30%

Capgemini implements a cloud-native Microsoft Azure platform for the firm, reducing environment provisioning time by 70% and accelerating insights and decision making

Client: Insurance brokerage firm

Region: United States

Industry: Insurance

Client challenge: Fragmented on-premises systems were causing poor data integration, inconsistent quality, delayed decisions, and risks to compliance, scalability, and client services.

Solution: Capgemini delivered a scalable Azure data platform which integrated the firm's systems, standardized its business data with intelligent matching, and automated its infrastructure – enhancing data reliability and accelerating insights.

Benefits:

- Cut environment provisioning time by 70%
- 30% faster data pipelines, saving time across business teams
- Faster data access through a centralized cloud platform
- Reduced manual effort and improved efficiency
- Lower infrastructure and maintenance overheads
- Faster, more agile product and feature launches

To improve its management of data across multiple systems, a major multi-national insurance company partnered with Capgemini to introduce an Azure-based cloud platform – improving the organization’s analytics capabilities while ensuring more reliable compliance and scalability.



A journey towards data excellence begins

Operating in over 140 countries, a leading US-based insurance brokerage firm had dispersed its data across multiple on-premises systems, including Nexure, Sagitta, BenefitPoint, Salesforce, and D&B. This made it challenging to manage enterprise data, which was critical to functions like revenue reporting, client management, and policy administration.

The lack of integration was causing fragmented workflows, inconsistent data quality, and delayed decision making. It was also slowing down operations and increasing compliance risks – all while limiting scalability and the delivery of client services. In response, the company chose Capgemini as a strategic partner to support and lead an end-to-end transformation initiative.

Unified platform, smarter decisions

Together, the insurance company and Capgemini implemented a centralized, scalable Azure-based cloud data platform. The transformation initiative was executed in three strategic phases:

1. First, the Capgemini team unified the siloed data sources using Microsoft Azure Data Factory, Data Lake, Databricks, and Synapse to ensure real-time processing, scalable compute power, and robust data integrity.
2. Next, the project team applied business logic and built dimensional models for key entities – such as Producer, Client, Policy, Invoice, and Line of Business – to support its business analysts. The next step was to develop a custom fuzzy matching logic to reconcile data across various source systems. This was pivotal to ensuring business partner records could be matched with high accuracy, ensuring consistent, deduplicated, and trustworthy master data.
3. Finally, Capgemini developed a new platform and DevOps design to standardize and onboard all the data teams onto the new platform. This new system helped automate infrastructure provisioning that used Terraform templates, reducing deployment time and improving infrastructure maintainability.

Unifying a global company’s data

By streamlining workflows and reducing manual interventions, the solution improved the company’s operational efficiency. The time needed to perform data pipeline execution has been reduced by 30%, thanks to code optimization and improved infrastructure. Meanwhile, modern medallion architecture supported growing data volumes and evolving business needs to make sure the platform was sufficiently scalable.

Moreover, the platform reduced infrastructure and maintenance expenses by automating infrastructure provisioning, resulting in a 70% reduction in environment setup time. This acceleration significantly improved development agility, reduced manual effort, and enabled faster time to market for new products and features.

The centralized cloud data platform enabled faster, more reliable access to improve analytics and reporting. The solution has also strengthened data security, governance, and regulatory alignment by implementing Unity Catalog. This highly adaptable platform helps ensure centralized control, auditability, and alignment with evolving regulatory standards.

Finally, the project has improved data discoverability by eliminating manual schema and table lookup requests by business users. The platform has enabled accurate, insight-driven decision making for enterprise business analysts by delivering robust dimensional models and high-precision master data.

This transformation has empowered the firm with future-ready, resilient data operations, and positioned it for sustained growth and excellence in the insurance industry.

About Capgemini

Capgemini is an AI-powered global business and technology transformation partner, delivering tangible business value. We imagine the future of organizations and make it real with AI, technology and people. With our strong heritage of nearly 60 years, we are a responsible and diverse group of over 420,000 team members in more than 50 countries. We deliver end-to-end services and solutions with our deep industry expertise and strong partner ecosystem, leveraging our capabilities across strategy, technology, design, engineering and business operations. The Group reported 2025 global revenues of €22.5 billion.

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