

Tailored Solutions for Leading Retirement and Insurance Provider in Europe

Overview of the Client

The client is a leading European provider specializing in retirement and insurance solutions, with a focus on collective investment, retirement, insurance, and platform/sub-accounting markets.

Their award-winning services enhance back-office processes and customer experience for asset and wealth managers, platform providers, retirement services, insurers, and life companies.

Partnership with Hengtian

Hengtian partnered with the client to help them maintain their leadership in the industry by delivering tailored solutions that streamlined back-office operations, improved customer experience, and strengthened their technological infrastructure.

This collaboration enabled the client to enhance their service offerings and continue providing exceptional value to their clients.

Services Provided

1) Technological Solutions

A total of 100 Hengtian employees participated in the project, working across various teams:



Production and Support Team

Provided application support and business change support.

Research and Development Team

Delivered over 10 technical tools, solutions, and products.

New Client Development Team

Assisted in releasing high-quality projects on schedule.

Quality Assurance Team

Created a Test Automation Framework to enhance product strategy.

The teams addressed several product areas, including life insurance, endowment insurance, enterprise annuity insurance, client management, account management, fund management, insurance brokerage management, premium management, and general ledger management.

Highlights of the Hengtian Solution

- 1) Customized technology support and management methods
- 2) Flexible project management and risk control methods
- 3) Implementation of SOA architecture for publishing outbound RESTFUL services
- 4) Utilization of WCF for achieving C/S architecture



Voice of the Client

Both the Director of Business Change and the Director of IT Solutions-Architecture praised Hengtian's ability to deliver a project that benefits both the client and their customers.

"All the teams, both internal and external-facing, have played a very significant role in getting us to this point. I personally would like to thank everyone for working with the various challenges and efforts involved in finding the path to deliver on UK1."

— Director of Business Change

"I just want to say thank you for all your efforts to bring the project to this stage – and in really good shape. It really will be of value to us and client projects going forward."

— Director of IT Solutions Architecture

Working in Partnership

The collaboration between Hengtian and the client demonstrates Hengtian's ability to leverage extensive knowledge and skills to deliver success across several areas of the client's operations.

Hengtian's expertise across production and support, Research and Development, New Client Development and Quality Assurance ensured that a broad project such as that of the client's could be effectively implemented.

Through collaboration the client can continue to operate efficiently and innovate, effectively addressing business and client needs.

