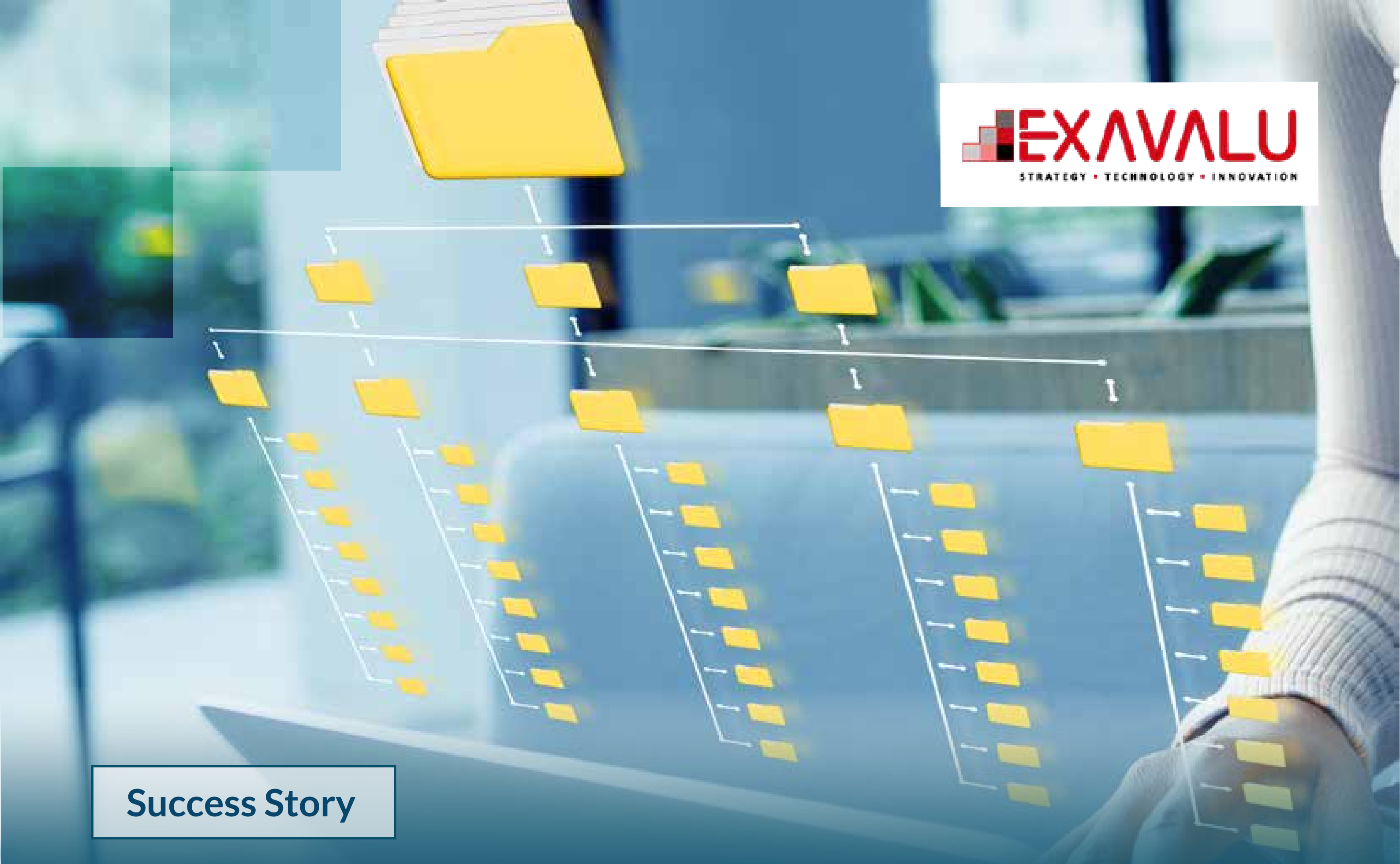

Success Story

Keeping Policy Data Consistent Across the Enterprise

Overview

A large U.S. commercial lines and workers' compensation provider runs its business across multiple policy administration systems including Insurity alongside Guidewire. For the business to serve policyholders and agents dependably, every policy transaction (issuance, cancellation, endorsement, and audit) has to be reflected consistently and promptly across all these systems.

Keeping that data synchronized across systems had become a growing operational burden. As more products ran across more admin systems, gaps between them meant slower transactions, inconsistent policy information, and manual reconciliation; a drag on service and a source of risk. The provider partnered with Exavalu to make account and policy data synchronize in real time across the enterprise, so a change in one system is reflected wherever it's needed, automatically.

Before	Transformation	After
Fragmented Sync • Policy data-maintained system by system • Delays and gaps between systems • Manual reconciliation and added risk		**Real-Time Sync** • Account & policy data synchronized in real time • Consistent issuance, cancellation, endorsement & audit • Reusable foundation for future systems

Challenges

Behind a technical sync requirement sat a set of real business concern: on service, on cost, and on the ability to grow:

1. Policy transactions: issuance, renewal, cancellation, endorsement, and audit had to stay consistent and current across multiple administration systems, not just within one.
2. The business needed real-time updates across systems, so policyholders, agents, and staff always worked on the same, current policy information.
3. Synchronizing multiple policy admin systems was complex as each with its own account validation processes.
4. Out-of-sync data carried a real cost: reconciliation effort, slower transactions, and operational risk across core policy operations.
5. The provider needed a foundation that could absorb new admin systems and products without re-engineering each integration from scratch.

How Exavalu Made an Impact

Exavalu approached the work as a business problem first: keep account and policy data trustworthy and current everywhere the business relies on it. The technical solution was built to serve that outcome.

Real-Time Policy Synchronization: An automated synchronization capability built with MuleSoft APIs now keeps account and policy data aligned across Guidewire and multiple policy administration systems, so issuance, renewal, cancellation, endorsement and audit are reflected consistently, without manual intervention.

A Connected Policy Landscape:

Guidewire Policy-Center, Billing-Center and Claim-Center were integrated with Insurity and other admin systems through cloud-based services (MuleSoft, AWS, and enterprise data warehouse integration), giving the business a connected, consistent view of policy and account data across the

Lower Cost of External Data:

A reusable caching mechanism for third-party information retrieval reduced repeated external calls helping control cost while keeping synchronization responsive.

A Foundation Built for Reuse:

Reusable integration assets turn each new connection from a one-off project into a repeatable step, so future admin systems and products can be onboarded faster giving the business greater agility as it grows.

Visibility for the Business:

An operational dashboard gives the business clear, real-time visibility into synchronization health and performance across systems.

Business Impact

Faster Processing

Reduced sync and processing time across policy transactions

Higher Availability

Of issuance, cancellation, endorsement & audit operations

Consistent Data

Account & policy information kept aligned across every connected system

Ready to Scale

Reusable assets to onboard new systems and products faster

Technology Stack

- MuleSoft
- GUIDEWIRE
- insurity
- python™
- aws Lambda

Key Benefits

- Policy transactions: issuance, renewal, cancellation, endorsement, and audit, stay consistent and current across every connected system.
- Reduced sync and processing time improves the speed and dependability of core policy admin system (PAS) operations.
- Higher availability of endorsement, issuance, renewal, cancellation, and audit keeps the business able to transact when it needs to.
- Less manual reconciliation and lower operational risk from data that no longer drifts out of sync with 360 views
- Reusable integration assets lower the cost and time of onboarding future systems and products building lasting business agility.

Exavalu is a global insurance-specialized engineering and technology firm that combines deep industry expertise with modern engineering and a suite of products, platforms, and accelerators - including Exasure™ - to help insurers modernize core systems, embed AI into underwriting and claims workflows, and simplify complex operations. Supported by 900+ practitioners across the US, Canada, and India, Exavalu delivers resilient, production-grade solutions through architecture advisory, full-stack engineering, and its proprietary Exasure™ platform. Founded by industry veterans, Exavalu helps insurers move from strategy to execution reliably and at scale. Exavalu was recognized as the #1 Best Mid-Sized Company to Work For in 2025 by Consulting Magazine.

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