



Let's Solve

# Case Study

Major US Insurer Achieves 45% TAT Improvement in RSA Archer Change Requests



A Larsen & Toubro  
Group Company



## Client

Leading American Specialty & Casualty Insurance Company

## Challenges


Over time, the client's RSA Archer implementation environment had become cluttered due to frequent configuration changes, with adverse impacts:

- Performance: System performance went down due to large number of new fields being added to the layout (user interface)
- Cumbersome analysis: Analysts had to refer multiple sections in the RSA Archer system to analyse issues with the environment, resulting in longer time to resolve end-user issues
- Lack of GRC domain expertise: Other vendors working with the client lacked understanding of GRC concepts and workflows, so, client team had to be involved frequently for understanding end-user issues.

## LTI Solution

The client wanted to optimize to system, and accelerate pending ticket resolution. LTI proposed a cost-effective and end-to-end solution, and invested in training and onboarding skilled resources, to improve processes and reduce costs for client.

## Business Benefits Delivered

- TAT improvement of 45% for analysing change requests
  - Cost reduction of 25% in implementing changes to GRC modules
  - Performance optimization improved by 30% through lean and improved UI Screens
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