

# Insurity transforms customer support with AppDynamics

## insurity

### About Insurity

Insurity provides insurance organizations with the world's most configurable, cloud native, easy-to-use, and intuitively analytical software products for policy, billing, claims and analytics tasks. As the leading provider of cloud-based software and analytics for insurance carriers, brokers and managing general agents, Insurity is trusted by 15 of the top 35 property and casualty insurance carriers in the U.S. and has completed over 250 deployments.



## Challenge

### Meeting SLA expectations through tiered customer support

Many of America's largest insurance companies rely on Insurity's solutions — the world's most configurable, cloud-native, easy-to-use and intuitively analytical software — to quickly capitalize on new opportunities. These technical offerings are a means to an end, though; Insurity's real focus is on providing exceptional customer service through its cutting-edge software that automates policies from start to finish.

To strengthen this unparalleled customer service, Insurity's Director of Cloud Operations Vincent Lamonde set out to implement a three-tiered support model that would shorten troubleshooting and issue-resolution times, keeping the platform running smoothly and at peak efficiency. This would require each support team to have greater visibility and transparency across the IT infrastructure and into customers' individual configurations.

"We're a leader in the insurance technology market, with as much as 80% of our customers operating within the cloud," says Lamonde. "Our clients might have hundreds of customers they're supporting who expect our system to work flawlessly all the time. If it takes two hours to identify and resolve an issue, causing their service to go down, we're risking severe impact on their business and the customer experience. We are bound to maintain service level agreements (SLAs), so finding new ways to identify and resolve in less time can make a world of difference."

Equipping the company's 24-hour customer support team with additional observability solutions was one of those ways Lamonde recognized. All teams of Insurity's tiered support are now involved in identifying and resolving performance concerns which leads to higher efficiency and a great track record in preventing service interruptions.

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**Vincent Lamonde**

Director of Cloud Operations  
Insurity





## Solution

### **Comprehensive full-stack observability and monitoring with detailed support dashboards**

Insurity partnered with AppDynamics to make its goal of tiered customer support a reality. AppDynamics helped Insurity elevate its customer experience through customizable dashboards, and by leveraging AppDynamics' Synthetic Monitoring to help support teams at every level triage, validate and solve performance issues rapidly in client cloud accounts.

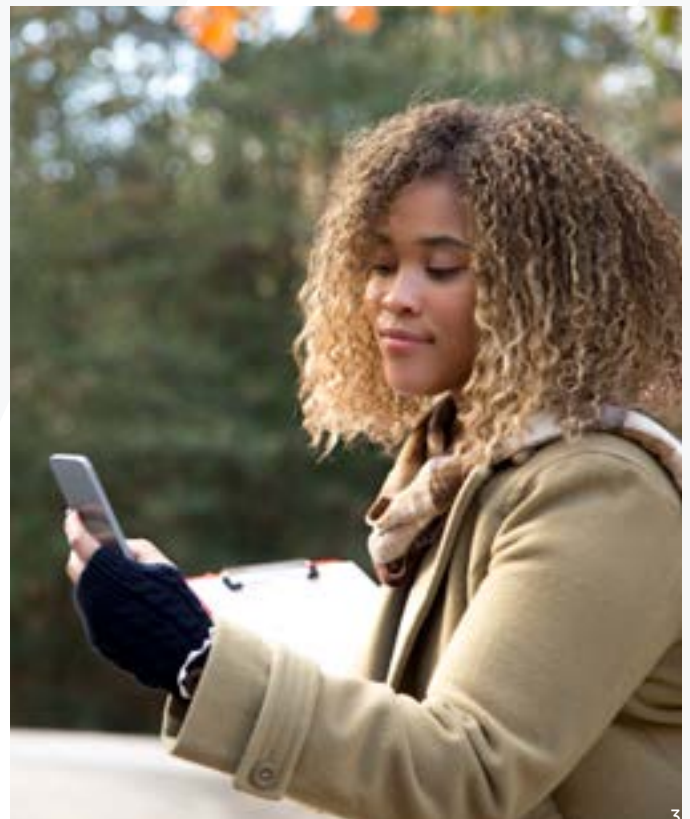
"Combining synthetic monitoring and customized dashboards enables our frontline tier-one customer support team or tier-two cloud support team to validate and replicate all on their own, involving downstream teams only as necessary. With AppDynamics, we can resolve situations in minutes because everyone is empowered to take a more proactive role in keeping our customers' operations online and performing at their peak," says Lamonde.

Monitoring customer experiences across different levels of an organization helps to ensure that the right teams are triaging the right issues at the right time. Lamonde's team leverages customized dashboards to help its members monitor client sites alongside real-time performance metrics in Azure and Amazon Web Services. Insurity can also customize alert information and routes, enabling teams to validate issues even faster.

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### **Key Benefits**

- Achieved full-stack observability and equipped more teams with an holistic view of the IT landscape and users
- Drove rapid MTTR and MTTD, now under five minutes
- Saved thousands of dollars per incident and successfully deliver 99.99% uptime





## Benefits

### Enabling visibility for new audiences and decreasing MTTD to under 5 minutes

For Insurity, AppDynamics is much more than an IT solution. Full-stack observability is essential to support teams across the enterprise, leading to a surge in adoption and substantially lower mean time to detect (MTTD) and mean time to resolution (MTTR).

“When a customer calls with an issue, I might dig for a while and find enough error traces to identify the issues in five minutes,” Lamonde says. “Without AppDynamics some transient problems may never be fully understood. Now we save thousands of dollars through faster investigations spread across multiple tiers of support, leading to enhanced prevention measures.”

Extensive visibility and customized dashboards not only give Insurity better end user monitoring, but also new insights into its cloud infrastructure and SaaS applications. Seeing customer, infrastructure, and cloud performance information together provides a holistic view of how Insurity’s products are performing. This empowers product development teams to create and measure the success of new features that make Insurity’s software even more impactful.

“We have almost every solution there is to have in AppDynamics, which has changed our business,” says Lamonde. “Whether we’re facing a critical live problem, performance issues, a cloud migration, or disaster-recovery scenarios, AppDynamics is what we turn to now. ‘Let’s look at AppDynamics’ has become the first thing our team members think of, and that’s a huge accomplishment.”

## See your applications like never before

Learn more about how our solutions can meet your needs. Whether you’re ready to get started or still have more questions, we’d love to hear from you.

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