

COMARCH

# Continuous Insurance Transformation of elipsLife with Comarch

Case Study





# Dossier

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Company

**elipsLife Netherlands**

Industry

**Insurance (B2B – employee benefits)**

Project scope

- **Management of employee benefits with contract administration**
- **Claims handling**
- **Finance and accounting processes**
- **Documents management**
- **Reporting**
- **Integration with a dozen external systems**
- **Migration of the entire portfolio**
- **Deployment of the system in Comarch Infrastructure Cloud**

Implemented solution

- **Comarch Digital Insurance – an omnichannel front-office software for clients, distributors, and back-office users with the possibility to customize.**
- **Comarch Insurance Claims – an innovative and comprehensive claims management software for life, pension, and health insurance companies that supports claim handling processes end-to-end.**
- **Comarch Life Insurance – a back-office software for individual and group life, pension, and health insurance; data storage and mass operation processing, including finance and accounting.**

Solution supplier

**Comarch**

Program duration

**October 2022 – May 2025**



# Project objectives

ElipsLife, part of the Swiss Life Group, faced a strategic challenge: modernizing its employee benefits management system and its integration into Swiss Life's global solution ecosystem.

The goal was to provide the service of management of employee benefits with contract administration, claims handling, finance, and accounting processes.

## The top 5 project objectives were:

- Replacing a core insurance platform to reduce license fees and development costs
- Mitigating the risk associated with dependency on the old system
- Improving user experience with better UX/UI and automation
- Migration of the whole portfolio
- Seamless Software Rollouts and Management



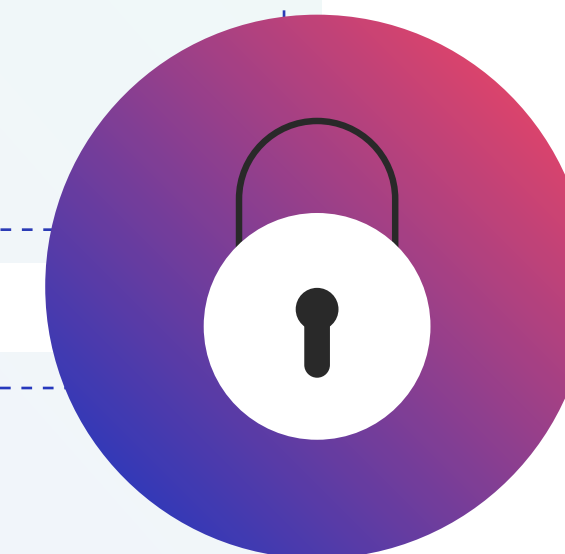
This successful project is a testament to the power of collaboration, the shared vision, and the seamless integration of business and technical expertise. Comarch's competence and dedication are invaluable to us.

**Michael Kessler**, Project Manager at elipsLife



The transition to the new platform marks the beginning of a new era in client centricity. This important milestone strengthens our ability to meet evolving customer needs and reinforces our long-term commitment to the Dutch market, as we strive for continuous improvement.

**Gielijn Arends**, CEO of elipsLife Benelux

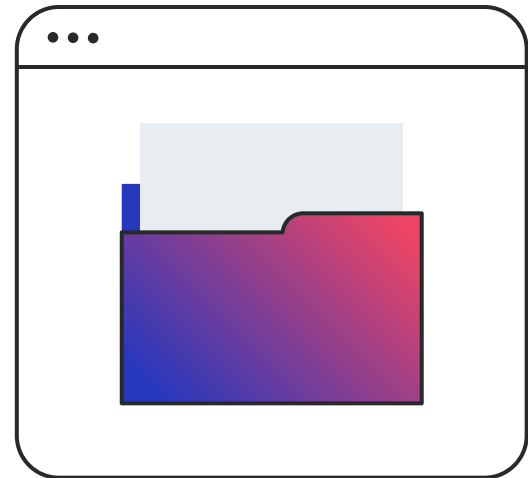




# Project challenges

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## Incomplete documentation of the legacy system



Many features of the previous system lacked documentation. We often had to reverse engineer legacy logic. Close collaboration and transparent communication helped us establish aligned expectations and reimagine processes from the ground up.

## Evolving Business Requirements



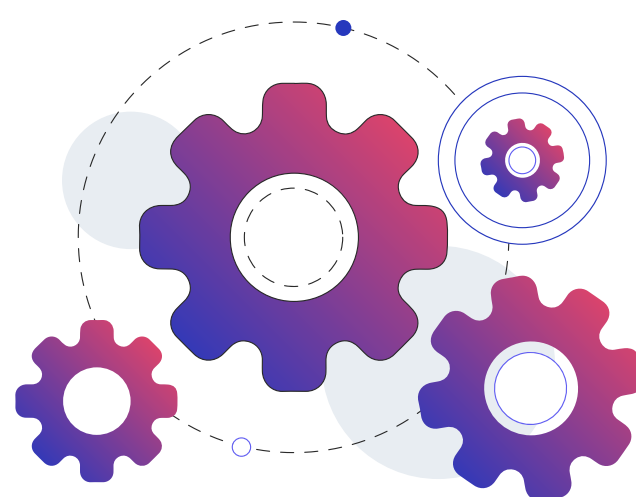
The initial plan was to replace the system 1:1. This was a challenging goal due to ever-increasing business needs. But both sides were open to change until very late in the project.





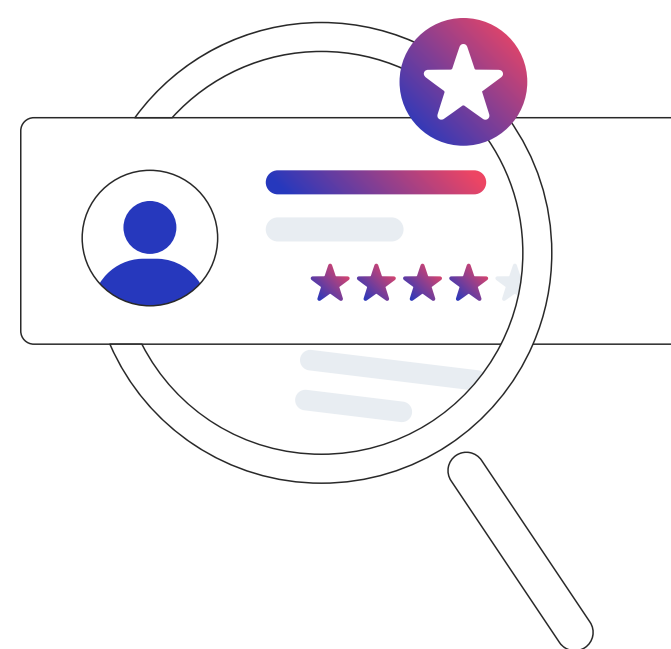


## Complex Data Migration



The migration involved the entire customer portfolio, including legacy data. We developed and fine-tuned high-performance algorithms to run weekly test migrations. Data cleanup and verification required careful planning and active user involvement, as the data contained multiple special cases that needed to be taken care of.

## User Acceptance Testing (UAT)



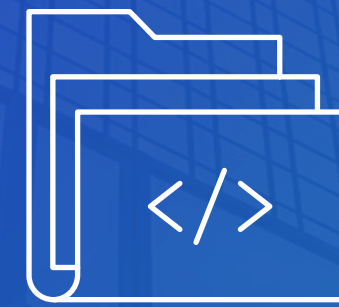
Balancing user testing with daily operations proved to be challenging. Clear prioritization and proactive feedback management ensured that user input was incorporated effectively.



# Project scope



**Admin interface  
for product management,  
dictionaries**



**Contract registration  
and administration**



**Claims  
management**



**Finance and  
accounting**



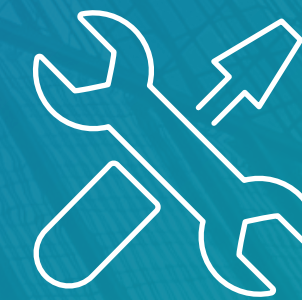
**Document and output  
management**



**Reporting and data  
extraction**



**Integrations with over  
12 external industry or national  
systems, such as Berichtenbox  
or Pondres**



**Full portfolio migration,  
including historical  
data**

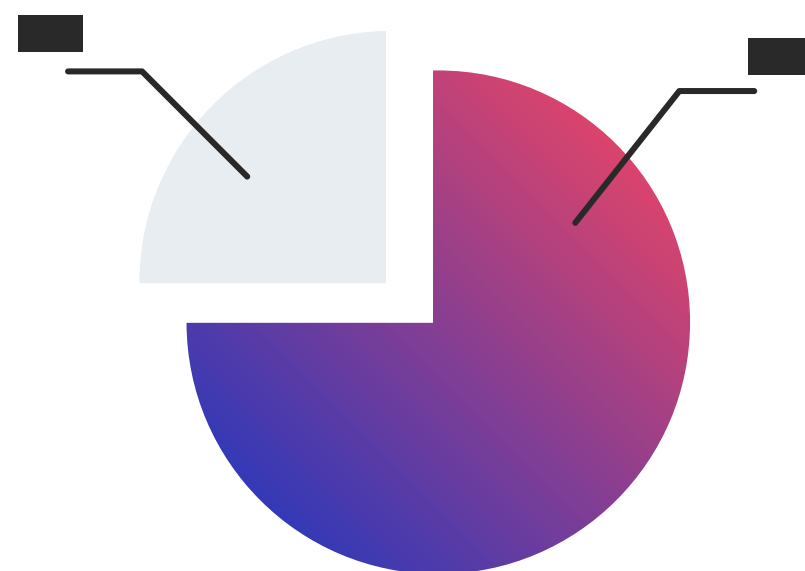


**Deployment  
of the system in Comarch  
Infrastructure Cloud**



# Project results and benefits

On a large scale, Comarch and elipsLife aimed at building a future-proof software that is based on flexible modular solutions with high adaptability and integration. Stability, complexity, and maturity were key concerns to us, as are security and compliance. We created a solid process automation and orchestration of the system that is easy to use and navigate.



## Performance & Technical Excellence

- Responsive app: no delays in navigation, search, and display
- Unmatched performance  
*30k affiliates import + activation + generation of premium written = 1h 20*
- Transparent processes and state-of-the-art UX
- Clear user interface: ease and pleasure of use
- Maintenance: regular stress tests and performance optimizations
- Up-to-date technologies: scalability and aligning with modern IT ecosystems
- Security maintenance: continuous monitoring to ensure data integrity and compliance with industry standards



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Working with Comarch on this project was an outstanding experience. Their responsiveness to fixes, proactive problem-solving, and solid approach to migration and testing were remarkable. Comarch was also highly flexible in terms of scope adjustments and change requests. It was truly a great partnership in terms of communication and transparency, and overall excellent team engagement.

**Kaspar Weiss**, CTO at elipsLife



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We believe that excellent communication and cooperation are the key to success. This means that transparency, frequent feedback, and commitment of all the stakeholders will allow efficient delivery of a product that covers the needs of its users. We are flexible with our approach, thanks to a high frequency of deliveries, we proactively propose business expert advice, and we keep up to date with technological and design innovation. We see our clients rather as long-term partners, and we make sure that we accompany them on their successful journeys.

**Ludovic Balon**, Project Manager at Comarch



# COMARCH

## About Comarch

Founded in 1993 in Kraków, Poland, Comarch prides itself on being one of the leading software houses in Europe, with more than 6,400 employees worldwide (2024) and thousands of successful projects carried out for the largest international brands.

With over 20 years of experience in the industry, Comarch Financial Services, a business sector within the Comarch Capital Group, specializes in developing sophisticated software and IT systems for major financial institutions in banking, insurance and capital markets.

Our expertise has gained worldwide recognition and a significant portfolio of clients among insurers, banks, mutual and pension funds, brokerage houses and asset management companies in more than 30 countries.

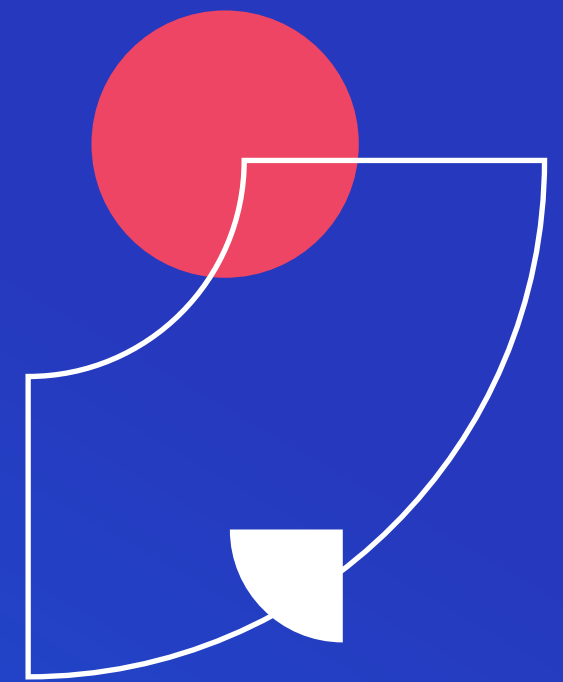


## elipsLife Netherlands

elipsLife is a life insurance company that focuses on the corporate customer business (B2B). We offer all the insurance products that cover the financial consequences of sickness and accidents. The focus falls on employee benefits insurance and private pension cover for death and disability. We are the only provider operating as a one-stop shop for all risk products.

In conformity with our values, we do not only focus on technical skills when recruiting new employees, but also pay attention to the mindset of our future employees: flexibility, speed, innovation and customer focus are key to a successful career with elipsLife.

At elipsLife you will not only have the opportunity to actively contribute to our success story, but will also be part of a company that is unique in the European insurance market.





**COMARCH**