

An MNC Life Insurer in Singapore:

Building a Microservices–Based Core for an API and AI–Led Future

Customer Overview

Company: A leading MNC Life Insurer

Product lines: all mainstream life insurance products

Location: Singapore

Business: This Insurer is a major life and health insurer serving retail and corporate customers across bancassurance, adviser and high–net–worth channels.

The Challenge

Following a major acquisition in Singapore, this insurer faced a strategic architecture choice: continue with a traditional monolithic core approach, or establish a modern microservices–based architecture that could consolidate a multi–core environment while enabling new business and progressively replacing systems of record.

They needed to integrate established systems and processes without disrupting customers or distribution partners, while creating a foundation that could accelerate product innovation, claims and policy servicing, ecosystem distribution and future AI–led experiences.

Why insureMO

This insurer selected insureMO to establish a fundamentally different core architecture: microservices–based, API–first and designed around reusable insurance capabilities rather than a tightly coupled monolith. Atomic APIs provide the foundation for composing higher–level Business APIs, allowing them to expose core functions as reusable digital assets for products, channels, partners, applications and future AI agents.

The architecture is built around three foundation pillars — API, Data and AI — giving them the flexibility to modernize today while creating an extensible platform for future innovation.

- Microservices–based core architecture as an alternative to a traditional monolithic core
- Atomic APIs as foundational building blocks for reusable Business APIs and core insurance functions
- API, Data and AI as three integrated foundation pillars for transformation
- Consolidation of a multi–core environment onto one platform, enabling new business while progressively replacing systems of record
- Open integration with legacy systems, third parties, distribution channels and front–office applications
- APIs as sales and distribution enablement assets for ecosystem and multi–channel customer experiences
- AI–ready APIs that can be consumed by agents, coding assistants and future customer– and partner–facing AI applications

The result is more than a core replacement: it is a composable technology foundation designed to let this insurer innovate at the speed of the market, reuse capabilities across channels and ecosystems, and progressively move toward an AI-led operating model.



Faster product and campaign delivery

- ✓ c.20% reduction in technology-related product development time and cost
- ✓ c.20% expected increase in the speed of launching campaigns



Material operational improvement across key journeys

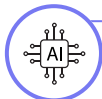
- ✓ 14% reduction in Life Claims Turnaround Time
- ✓ 50% reduction in payment Turnaround Time
- ✓ c.20% reduction in Policy Servicing Turnaround Time



API-enabled sales, distribution and servicing

They can use reusable Atomic and Business APIs to power ecosystem distribution, front-office applications and multi-channel customer servicing, reducing dependence on point-to-point integration and tightly coupled core releases.

- ✓ Future-ready foundation for innovation
- ✓ Modular, microservices-based architecture
- ✓ Enhanced controls and reusable digital capabilities
- ✓ Automated processes across core journeys



AI and automation readiness

- ✓ c.15% of e2e Underwriting cases will be STP.
- ✓ Automated CDD processing for plans without cash value submitted

By making core insurance capabilities available through reusable APIs, this insurer has a platform that can support faster innovation today and an AI-led ecosystem tomorrow. Atomic APIs can be composed into Business APIs, consumed by digital channels and partners, and made available to AI agents and AI-coded applications — creating a durable innovation asset beyond the core itself.



"It was a massive, multi-year endeavor that fundamentally transformed our operating model," he said. "Today we're equipped with a future-ready technology stack that enables faster innovation, seamless digital and data integration, and greater consistency across customer, distributor, and employee journeys."

Chief Executive Officer
The MNC Life Insurer in Singapore