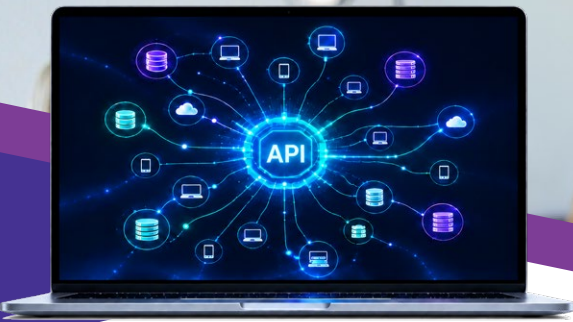




Built to Scale: Modernizing a Legacy Insurance Integration Platform

Overview

Our client, an insurance solutions provider with roughly \$350 million in revenue, ran a legacy quoting and integration platform at the center of its revenue-generating operations, from quoting and policy sales to document management, cancellations, and remittance. Years of growth had layered it with client-specific configurations, custom logic, and multiple message formats, leaving it functional but hard to scale and costly to extend with every new client, product, or provider.

Technologies: RESTful APIs

Solution Type: Architecture & Application Development

Industry: Insurance

The client engaged Theoris to define and demonstrate a modern API architecture, one that could support multi-client, multi-product, and multi-provider integrations while laying a scalable foundation for long-term modernization.

The goal was to move beyond a functional but aging platform and establish a scalable integration architecture: one that simplifies partner onboarding, standardizes API interactions, reduces technical debt, and gives the business a clear, validated path toward future modernization.

Challenges

- The existing platform had accumulated years of custom logic, tightly coupled integrations, and multiple message formats (SOAP, XML, and JSON), which made every new client, product, or provider slower and more expensive to onboard.
- Because the platform underpins core revenue-generating processes, any modernization had to balance innovation with operational stability, architectural governance, and the realities of a complex legacy ecosystem.
- Standing up access within the client's environment introduced some early friction, and the complexity of the domain called for close collaboration to align the right expertise from the start.

Solution

- Theoris used an architecture-first, Agile approach, beginning with collaborative discovery sessions and design reviews alongside the client's architecture team to define a scalable integration pattern.
- Built a working proof of concept using modern design patterns and provider abstraction, with mocks, stubs, and fakes standing in for live systems, so the architecture could be validated before any large modernization investment.
- Ran frequent demonstrations and walkthroughs throughout, turning the engagement into a close working partnership that produced faster feedback and stronger alignment across stakeholders.

Result

The engagement turned the client's modernization effort from an open question into a validated path forward. Instead of debating whether a scalable architecture was achievable, stakeholders came away with a tangible blueprint and a working prototype showing how the platform could support future growth, reduce technical debt, and speed onboarding of new clients, products, and providers. The project was delivered on time and on a fixed-price budget.

"The project changed the conversation from 'Can this be done?' to 'Here's what it looks like, here's the architecture that supports it, and here's how we get there.'"

-Kristen Chandler, Director of Client Services | Theoris