



# With Sensedia, AXA invests in internal technology and improves user experience

An insurer, which previously issued policies between 1 to 2 business days, now issues them within 30 seconds



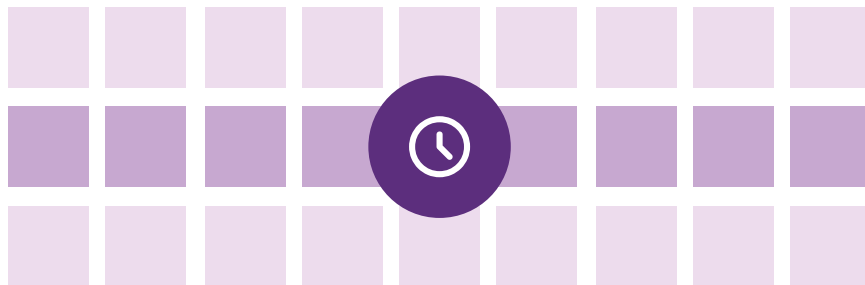
**Investing in technology is a strong trend among companies in any business.**

According to Deloitte’s Agenda 2022 survey, there is an estimate that 9 out of 10 companies maintained or increased their technology investments this year. And AXA, one of the largest insurers in the world, is among these innovative companies. In partnership with Sensedia, a Brazilian technology multinational specializing in APIs, since December 2019, has been driving its digital transformation.



With the support of **Sensedia**, AXA streamlined its technological robustness process, making integrations more agile through online transactions, providing treatment for different types of information, in addition to modernizing the event-oriented integration architecture.

Currently, the insurer's portal makes it possible to quote insurance, generate proposals, issue policies, and register bank slips with the issuing bank online. Issuing policies was the most impactful change; A process that used to take up to two business days to be carried out, now only takes 30 seconds.



“Over the past few years, we’ve invested heavily in AXA’s technological strength in many ways. One of the most important pillars of this evolution is certainly the journey of APIs focused on increasing simplicity and connectivity with our customers. Currently, we are already reaping the benefits of the plan conceived years ago. Today we have partners who sell our products through our APIs”.



**André Grecchi**  
IT superintendent at AXA



## From monolithic to microservices

To transform AXA's systems, it was necessary to modernize its architecture, breaking the monolithic composition into microsystems. With this, four microservices were developed for the project:

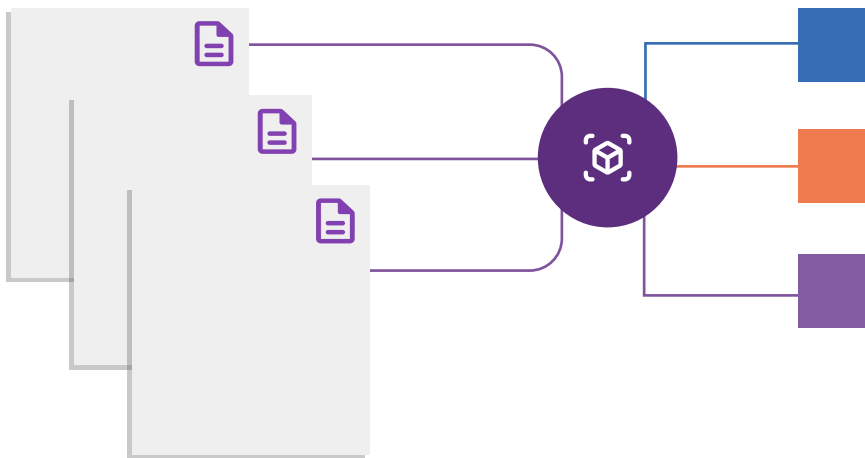
**Policy Interface**, which allows AXA to return all boletos generated at the time of issuance.

**ODS Integration**, which exposes policy data executed via the Policy Interface.

**Commission Integration**, which stores events related to financial transactions, registering and updating beneficiaries.

**TMF Logs**, which integrates logs with AXA's monitoring tool.

With this, AXA enjoys several benefits, including shorter processing time, greater process traceability, flexibility to work with other partners, scalability, support for high volumes of requests and effective and agile maintenance, increasing assertiveness in a general way, both in development and problem solving.



“The biggest challenge was integrating with the different technologies that AXA already used. Sensedia and AXA designed the architectural solution that enables integration with these solutions, through the use of APIs and microservices, developing a library that integrates the logs with an existing tool and also allows application traceability. With that, AXA gained agility and time, avoiding the need to train new tools for the development teams”

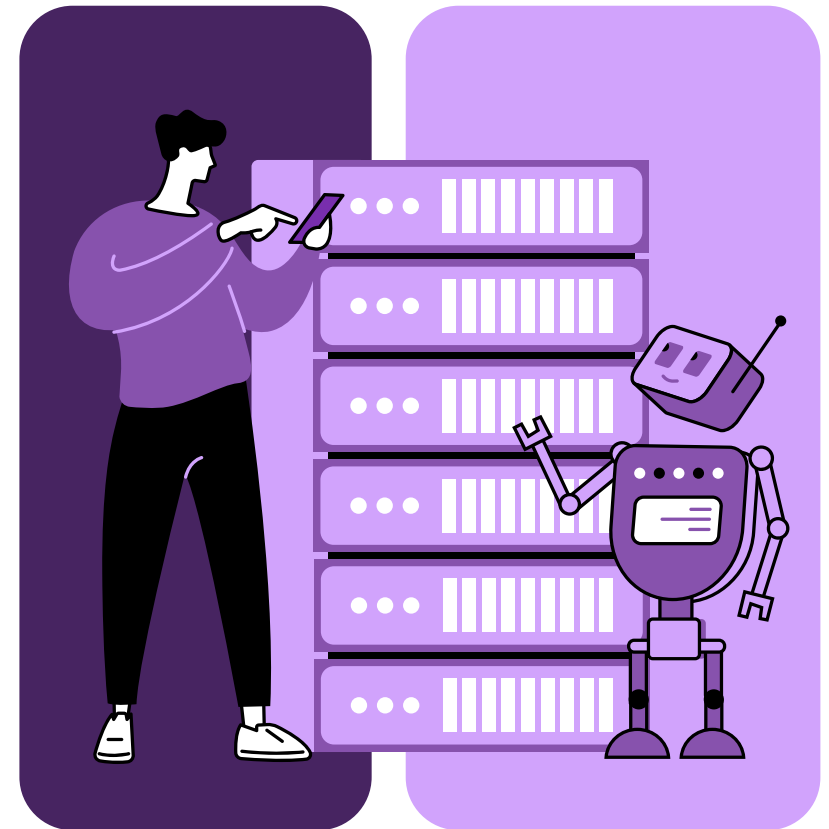


**Natalia Cruz**  
Head of Open Finance at Sensedia

## Prospects for the future

With the new platform, AXA can work in a more dynamic, scalable and connectable way with its old system. In addition, it is possible to provide the customer with greater agility and dynamism in the construction of new solutions and products, improving the user experience.

The company's technological transformation also prepares it for the third phase of **Open Insurance**, through the evolution of systemic integrations, availability of new means of payment and expansion of services provided by APIs.



“We were already talking and discussing “Wave 2” at the time of the project. Much of what is being thought about for the second phase was identified as a point of evolution throughout the discussions we had while we were working on phase one”.



**André Grecchi**  
IT superintendent at AXA

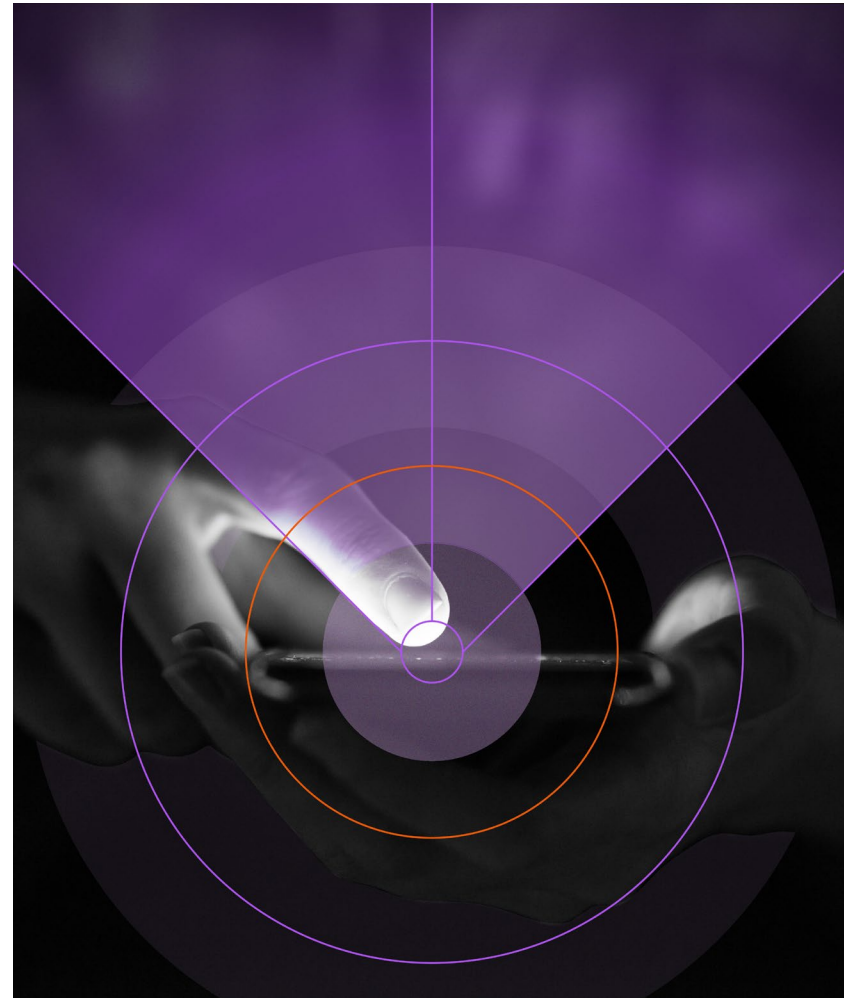
For this reason, for the future, the focus will be on reusing built services and exploring new opportunities identified throughout the project.

“During the project, we worked on just a few integrations and it was already possible to see that we achieved considerable results. We believe that continuing to evolve the microservices architecture for all products already mapped by AXA will bring even more gains to the agility of the process, in addition to advancing in the modernization and integration between AXA systems”, explains Natalia.

## Sensedia's role

Sensedia simplifies enterprise architecture and integrations to improve business efficiency and flexibility. Sensedia's solutions go beyond API management, working in partnership to help customers do more, faster and better with APIs, microservices and their architecture. Whether leveraging legacy systems for open innovation within a modern platform, unlocking data with agile architecture, creating new customer digital experiences or expanding business models and partner ecosystems, Sensedia empowers its clients' businesses to become more adaptable, composable and connected.

More at [sensedia.com](https://sensedia.com).





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