

# Objective

The goal of this project was to streamline the quote-sharing process for agents by integrating two insurance applications through an integration engine.



# CASE STUDY

## Scope

- The project aimed to create an integration engine to connect GI and HawkSoft using API calls for seamless data exchange between Insurance Agencies and Virtual Support Agents (VSA).
- GI enables agents to request quotes, which are processed by Pi-Tech consultants, while some agents prefer using HawkSoft.
- Integrating both systems improves workflow efficiency and enhances agent collaboration.

## Solution

- ✓ Developed the GI-HawkSoft Integrator (GHI) to resolve the issue of switching between applications. The integrator synchronizes key tasks between GI and HawkSoft, enabling a seamless experience for agents:
- ✓ Fetch policy information from HawkSoft and display it in GI.
- ✓ Automatically transfer quote requests from HawkSoft to GI.
- ✓ Push completed quotes from GI to HawkSoft once uploaded.
- ✓ Sync quote status, task creation, and file attachments from GI to HawkSoft.

## Value Added

- **Technological Enhancement:** VAST added significant value to GHI by improving the quote generation and sharing process between VSAs and Insurance Agents, reducing manual data synchronization, and streamlining workflows.
- **Additional Features:** Implemented client-requested features to enhance usability and overall satisfaction.
- **Zero SonarLint Errors:** Though not initially required, we ensured the code had zero SonarLint errors, improving software quality, reliability, and maintainability.

## Frameworks & Tools



Nest JS



PM2

