

Case Study:

The Exeter



“With a development house, the more domain knowledge, the better the outcomes. Faptic have that domain knowledge, which for me is critical.”

Julian Hicks, Solutions Architect, The Exeter

ABOUT THE EXETER

The Exeter is a leading and award-winning health and life insurance provider that has been supporting UK families in the event of ill health or injury since 1888. As a mutual society, it's owned by its members and run for their benefit. The Exeter provides insurance products that can provide peace of mind to more individuals in case they become ill, die, or cannot work due to illness or injury. It prides itself on delivering a deeply personal customer experience.

The Exeter's main business activities are Income protection, Health insurance and Life insurance. In 2023 The Exeter had over 138,000 members, and Total Group Assets of £274.8m.



CHALLENGE

In 2008, The Exeter Friendly Society merged with Pioneer Friendly Society to form what is now 'The Exeter'. When they merged, Pioneer Friendly Society was focused on Income Protection business, while The Exeter Friendly Society focused on Private Medical Insurance.

The Exeter would continue to sell both products with the aim of growing a stronger organisation by protecting more people. The legacy technology from both businesses not only had to be consolidated but had to be configured to allow for continuous improvement and future investments. At that time, this transition fell to a small in-house team already operating at capacity. The decision was made to look for a key technology partner who could provide additional technical resource to support the team in integrating the two application estates and simplify the customer journey in order to deliver future growth.



SOLUTION

To help achieve their strategic objectives, The Exeter chose to work with Faptic Technology, initially as a tactical source of external expertise. Over time Faptic Technology became The Exeter's main partner for outsourced development work, responsible for building and integrating multiple core applications.

This evolved into a 15-year collaboration, and The Exeter points to four key reasons for the long and successful relationship with Faptic Technology:

Domain Expertise

Faptic Technology understands the insurance sector, the ethos of The Exeter, and their business systems

Quality

The quality of the software and data platforms developed and implemented by Faptic Technology is extremely high, secure, and compliant

Partnership

There's a strong delivery ethos to the relationship, combining a "can do" approach, desire to please the client, and extreme flexibility. Faptic Technology developers are seamlessly integrated into the working culture of The Exeter

Value

Faptic Technology has always offered great value for money for the service it delivers using subject matter experts from a premier central European technology hub

OUTCOME

The integration of The Exeter's main business systems was delivered by Faptic Technology.

"The longevity of our relationship with Faptic Technology shows our trust in them and the value they have delivered for us.

They consistently go above and beyond to support us at crucial times."

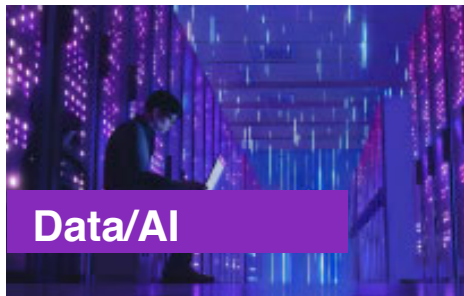
Patrick Hall, Delivery Manager, The Exeter



FAPTIC TECHNOLOGY

ONE-PAGERS

Faptic Technology is a United Kingdom headquartered software development, cloud infrastructure and data engineering company. Faptic partners with clients across the European Union in financial services, life sciences and information technology.



Full product development and integration of enterprise systems, with artificial intelligence at the heart of design and engineering

End-to-end service from building a data strategy to implementing the foundations, and generating data insights with ML and AI

Full product development and integration of enterprise systems, with artificial intelligence at the heart of design and engineering

 **Software Architecture**

 **Data Strategy**

 **Cloud Architecture**

 **Delivery Automation**

 **External Augmentation**

 **Cloud Migrations**

 **Software Development**

 **Data Integration**

 **Automation Engineering**

 **AI Integration**

 **Insights and Analytics**

 **Managed Services**

Machine Learning

“Our client helps members in their time of need, whether it be loss of work, or the loss of a family member. Faptic Technology has partnered with The Exeter for over 15 years to design, build and operate technology solutions that have enabled them to evolve and growth, while delivering a consistent, reliable service.”

Andrew Jardine, Managing Partner, Faptic Technology