
AWS
re:Invent
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FSI204

How Resolution Life unlocks legacy data to power transformation

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AWS

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Agenda

Modernization on AWS

About Resolution Life

Resolution Life challenges and approach

Technical solution and architecture

Business results and outcomes

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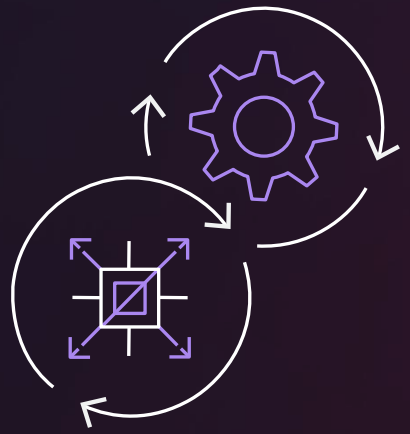
Pillars to build a modern development culture



People

Organize for value

People drive innovation, not the technology



Processes

Automate, enable, and self service as much as possible with continuous improvement



Technology

Offload the heavy lifting

Decoupled and event-driven architectures

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Serverless first to focus on business differentiators

Faster time to market

Zero infrastructure management

Pay for what you use

YOU

focus on insights

Automatic scaling

Compute provisioning

Automated patching

Automatic failover

Advanced monitoring

Backup and recovery

Routine maintenance

Security and industry compliance

aws

takes care of the rest

aws

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Resolution Life

STRATEGY

To become a data driven, AI-enabled, and agile organization obsessed with improving customer outcomes.

ABOUT US

Resolution Life is a global reinsurance business that specializes in acquiring policies from established life insurers.

Our purpose is to deliver on promises to our policyholders through an efficient and cost-effective service experience.

https://www.resolutionlife.com/about-us

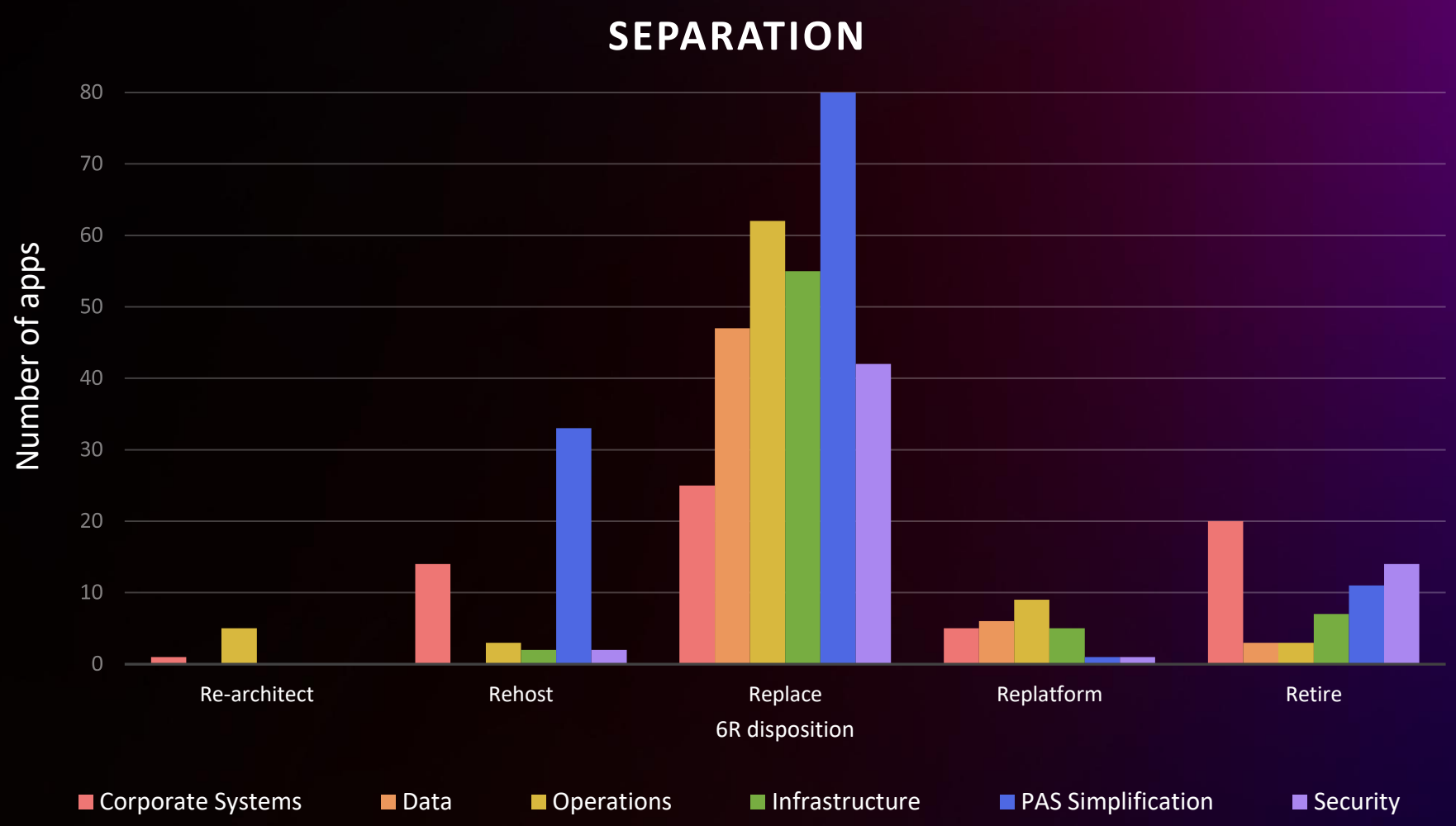
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Resolution Life separation journey

OUR TASKS AT HAND

- Voya Financial's life book of business with over 1 million policies
- Separate 456 apps from Voya in 36 months
- Build a brand-new digital world with Customer Service Portal, Customer/Agent Portal, and Claims Portal
- Establish and maintain 14 admin systems into digital framework



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Our people



People

Organize for value

People drive innovation, not the technology

CHALLENGE

- New organization

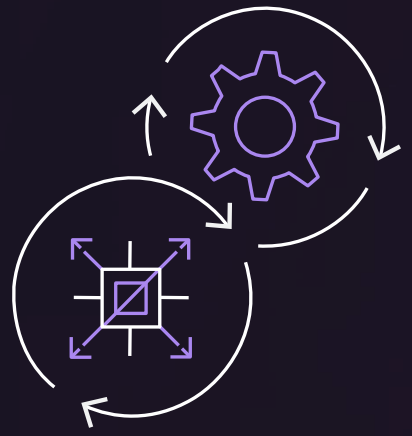
APPROACH

- Embrace start-up mindset
- Build a culture of empathy
- Squads and chapters

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Our process



Processes

Automate, enable, and self-service as much as possible with continuous improvement

CHALLENGE

- No existing delivery models for precedence
- Fixed target dates for separation

APPROACH

- Agile at scale
- Speed of decision making
- Self-contained team processes
- Deep partnership with AWS
- Guardrails over approvals

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Our technology



Technology

Offload the heavy lifting

Decoupled and
event-driven architectures

CHALLENGE

- No technical infrastructure
- Legacy mainframe

APPROACH

- Cloud centered
- Serverless
- Low code/RPA
- API first interface
- Event-driven architecture

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Business objectives

Better customer experience

Improve self-service

Optimize service operations

Reusable technical solutions

Seamless integration with legacy systems

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Low-code, API-enabled digital portals focused on customer outcomes

ARCHITECTURE PRINCIPLES AND TECHNICAL DECISIONS

Speed of digitization with low code and APIs

Up to 10x faster than traditional development

Built-in security, application lifecycle management, impact analysis



1 app—CSP



Over 300 users



76 screens



53 tables/
472 data points



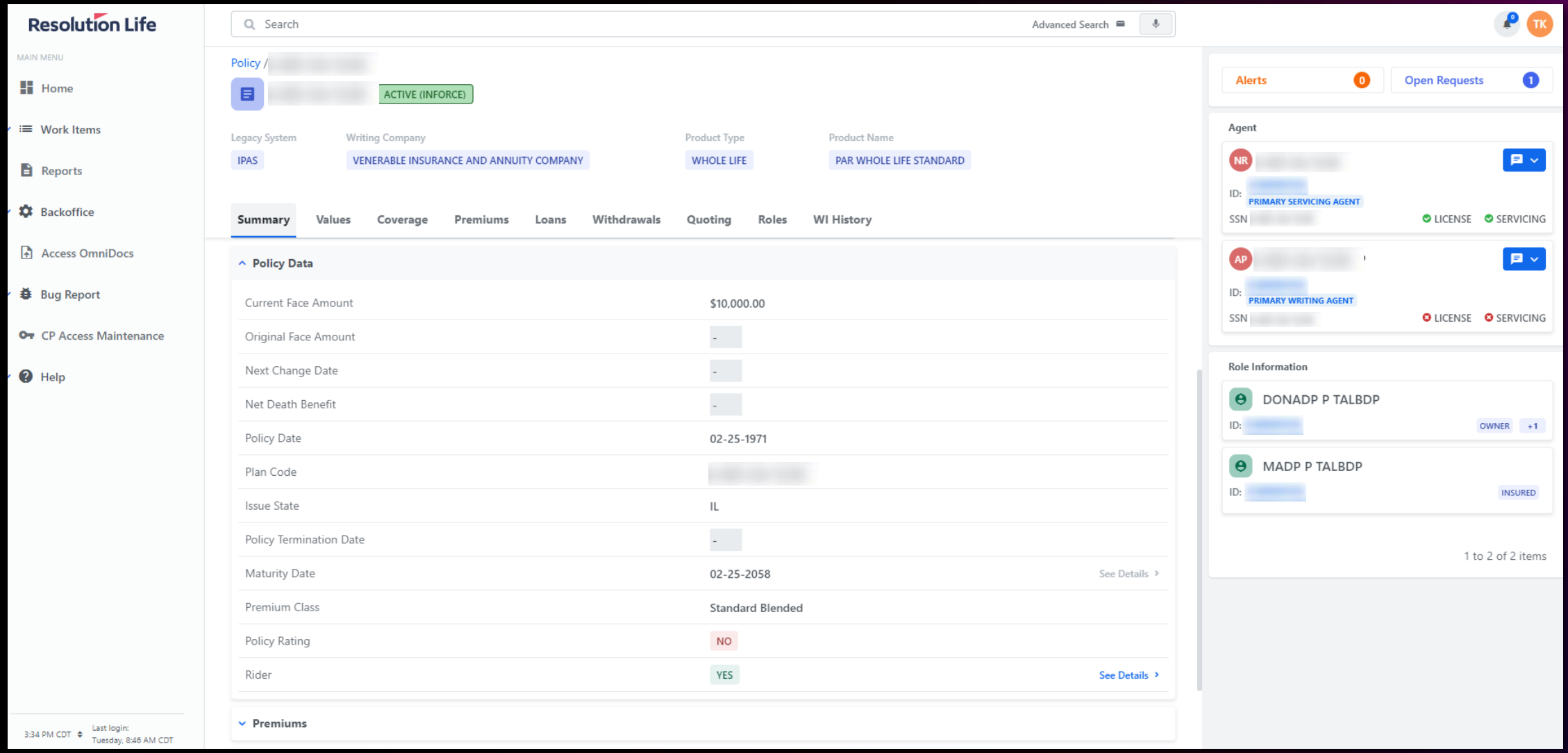
809 server actions



113 widgets

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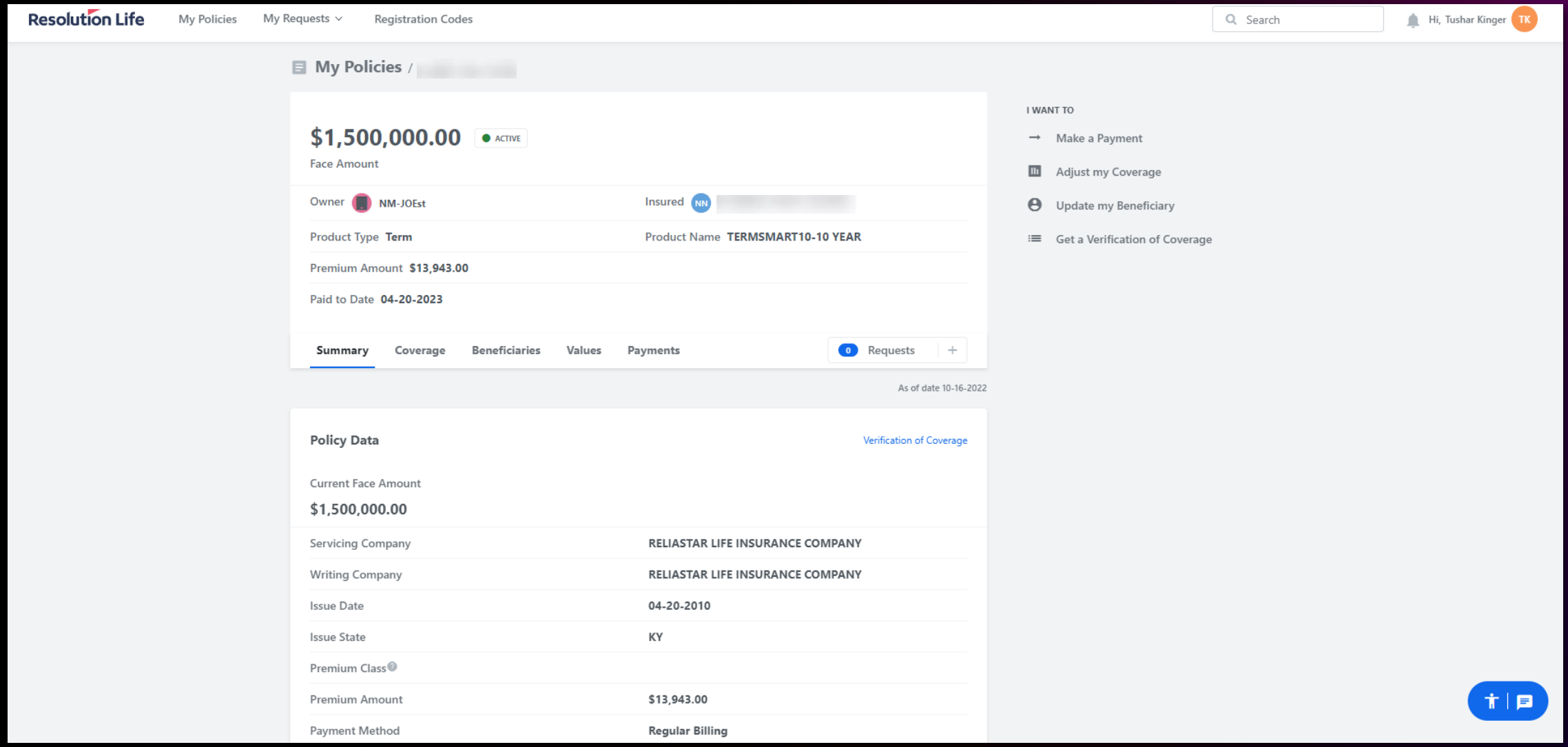
Digital Customer Service Portal



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All data is mocked data for demonstration purposes

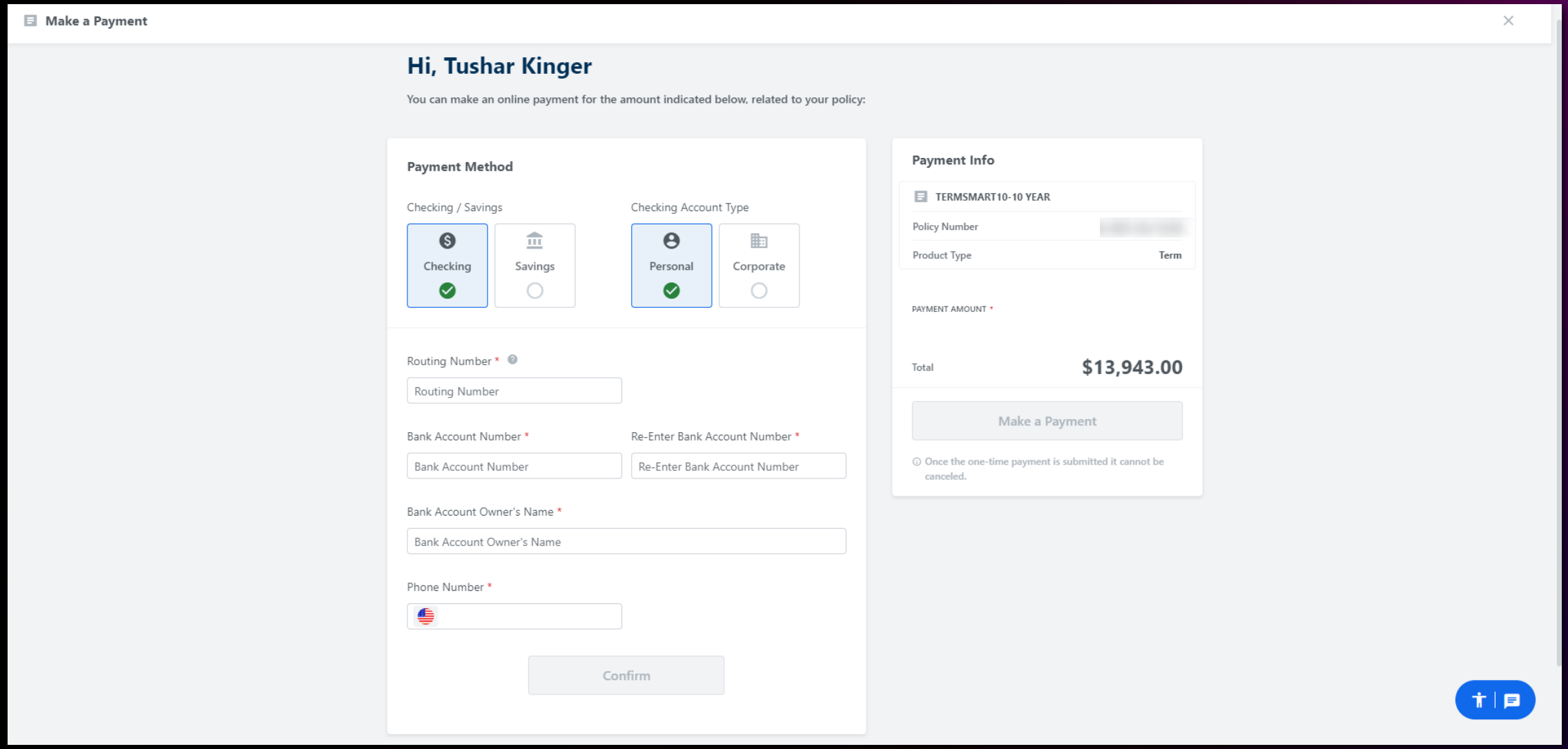
Digital Customer Portal



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All data is mocked data for demonstration purposes

Digital Customer Portal

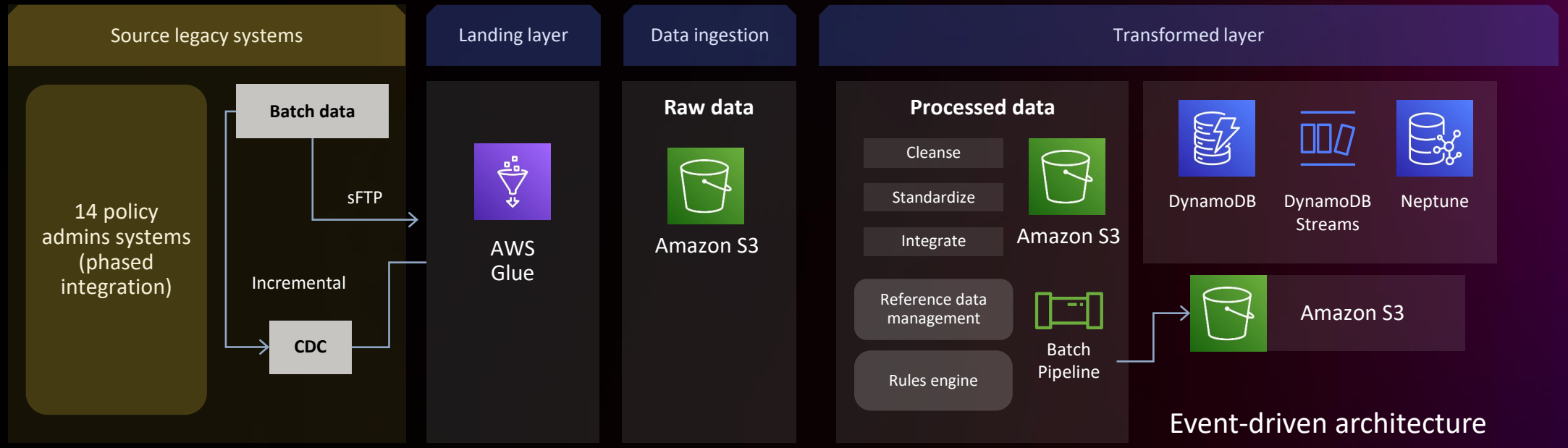


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All data is mocked data for demonstration purposes

ODH data-ingestion framework

ARCHITECTURE PRINCIPLES AND TECHNICAL DECISIONS



Event-driven architecture

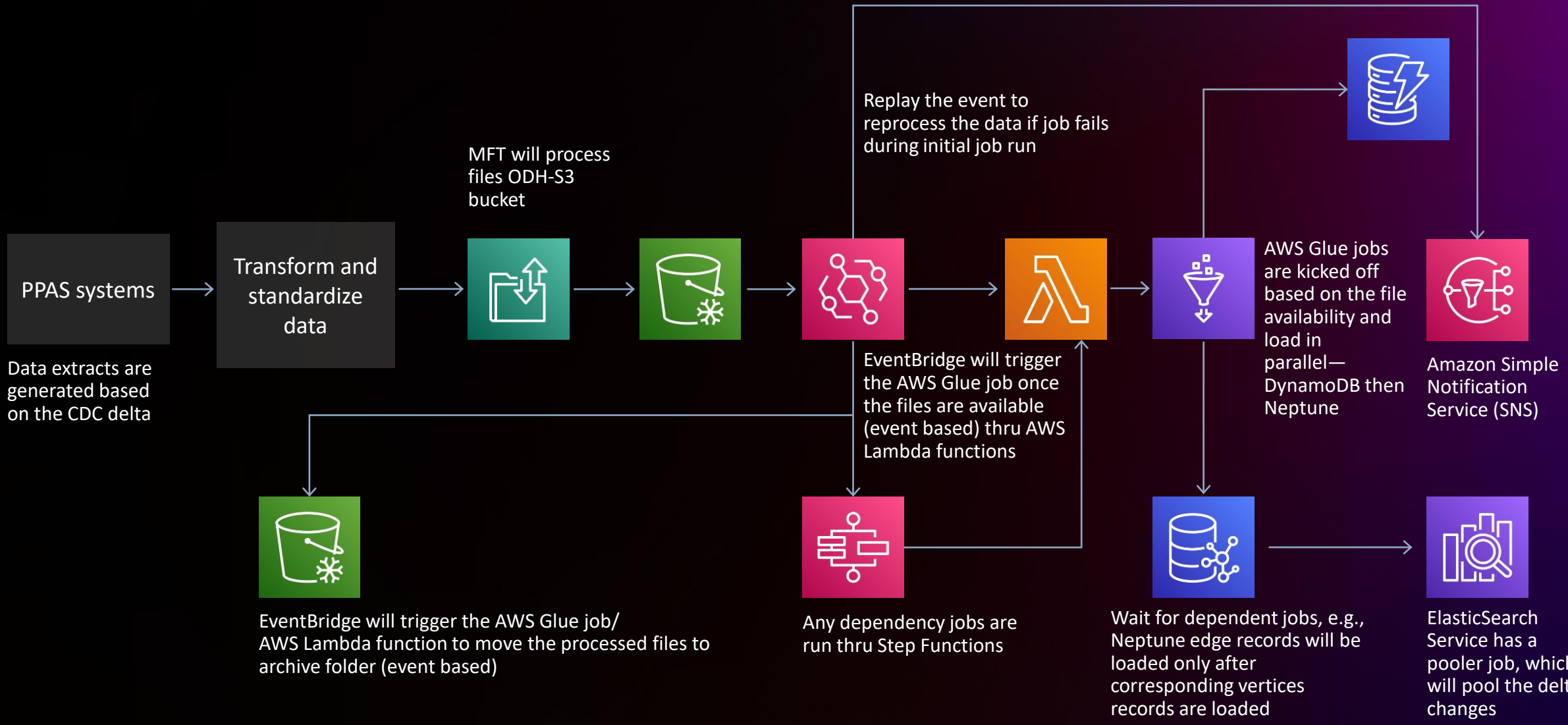
Cloud-centered and serverless

Metadata-based ETL configuration

Incremental modernization through phased ingestion of 14 policy administration systems

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Collect, transform, and ingest data



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The building blocks

Change data capture

Database column-level tracking

Delta collection

Format standardization

Data mapping

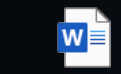
Source Extracts		ODH DB							
Feed File Nme	Source column	TableName	Namespace	SortKeyPrefix	AttributeName	Lookup table	Lookup on _id	What Goes in	Transformations
cfo.arl.addbill	Derived id	ODH.FINANCIALSTATEMENT	FinancialStatement::Bill	BillingDetail	id			MD5(BillingDetail#contract_id#+CFO)	
cfo.arl.addbill	Derived sk	ODH.FINANCIALSTATEMENT	FinancialStatement::Bill	BillingDetail	sk			BillingDetail#(transid(acord.Code)#+add_bill_type(acord.Code)#+bill_to_date#+expire_date)	
cfo.arl.addbill	Derived CarrierAdminSystem	ODH.FINANCIALSTATEMENT	FinancialStatement::Bill	BillingDetail	ext.billdetail.CarrierAdminSystem			Constant: CFO	
cfo.arl.addbill	transID	ODH.FINANCIALSTATEMENT	FinancialStatement::Bill	BillingDetail	ext.billdetail.BillDetailCat	ODH.ADMIN.CODES	ODH_BILLDETAILCAT+<CarrierAdminSystem>	acord.Code	
cfo.arl.addbill	transID	ODH.FINANCIALSTATEMENT	FinancialStatement::Bill	BillingDetail	ext.src.billdetail.BillDetailCat	Direct Mapping	Direct Mapping	Direct Mapping	
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cfo.arl.addbill	sbu_id								
cfo.arl.addbill	add_bill_status	ODH.FINANCIALSTATEMENT	FinancialStatement::Bill	BillingDetail	billdetail.BillingStatus	ODH.ADMIN.CODES	OLI_LU_BILLINGSTATUS+<CarrierAdminSystem>	acord.Code	
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cfo.arl.addbill	payment_mode	ODH.FINANCIALSTATEMENT	FinancialStatement::Bill	BillingDetail	billdetail.PaymentMode	ODH.ADMIN.CODES	OLI_LU_PAYMODE+<CarrierAdminSystem>	acord.Code	
cfo.arl.addbill	payment_mode	ODH.FINANCIALSTATEMENT	FinancialStatement::Bill	BillingDetail	src.billdetail.PaymentMode	Direct Mapping	Direct Mapping	Direct Mapping	
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cfo.arl.addbill	expire_date	ODH.FINANCIALSTATEMENT	FinancialStatement::Bill	BillingDetail	ext.billdetail.AddBillExpiryDate				
cfo.arl.addbill	billing_method_header_id	ODH.FINANCIALSTATEMENT	FinancialStatement::Bill	BillingDetail	billdetail.ReferenceNo				
cfo.arl.addbill	far_fap_number								

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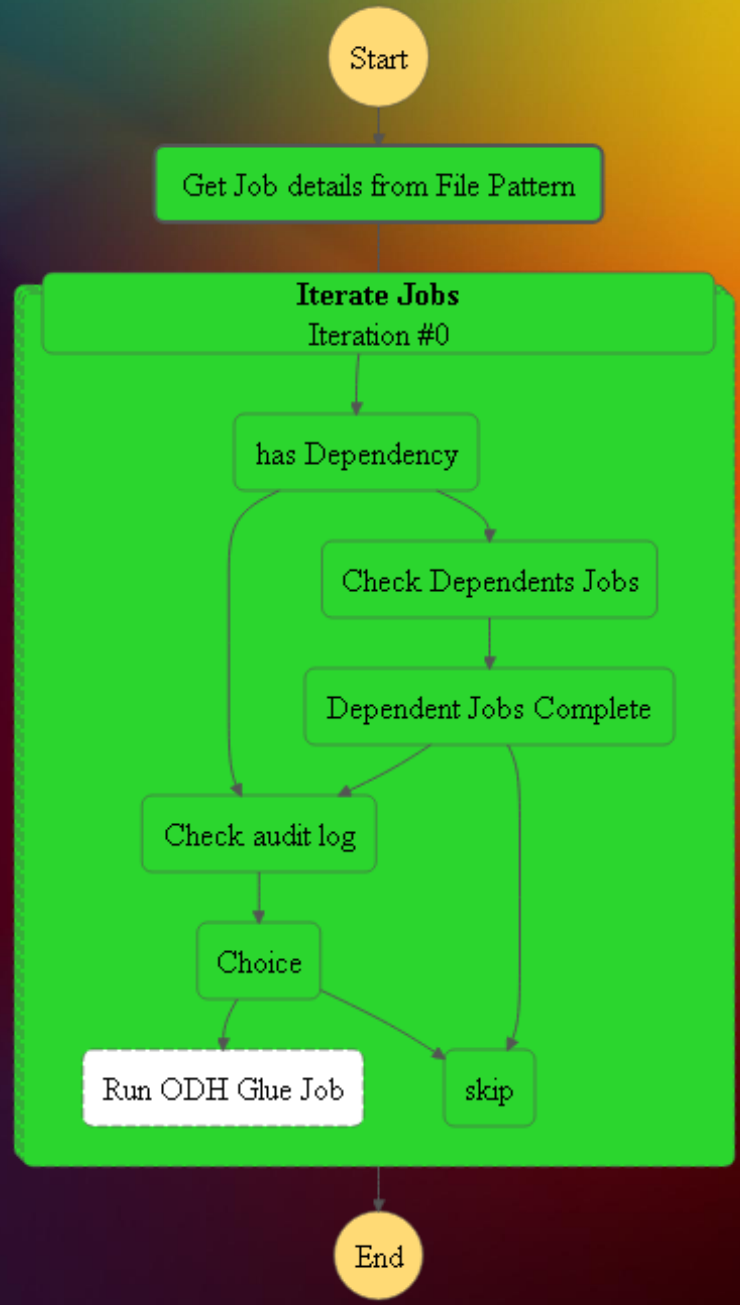
The building blocks continued

Step Function

Job metadata config

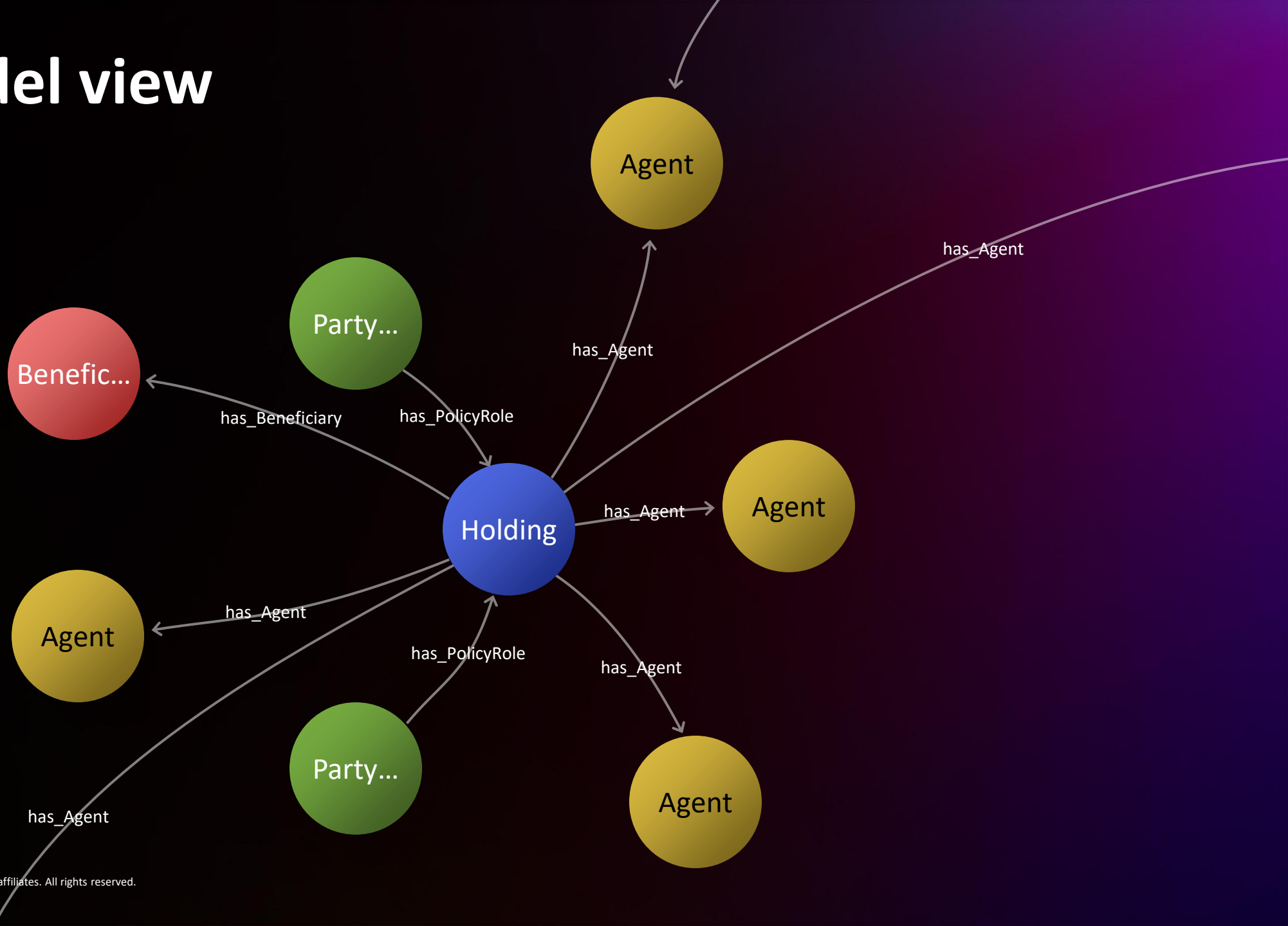


AWS Glue ETL job



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Graph model view



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A data hub built to support M&A (ODH)

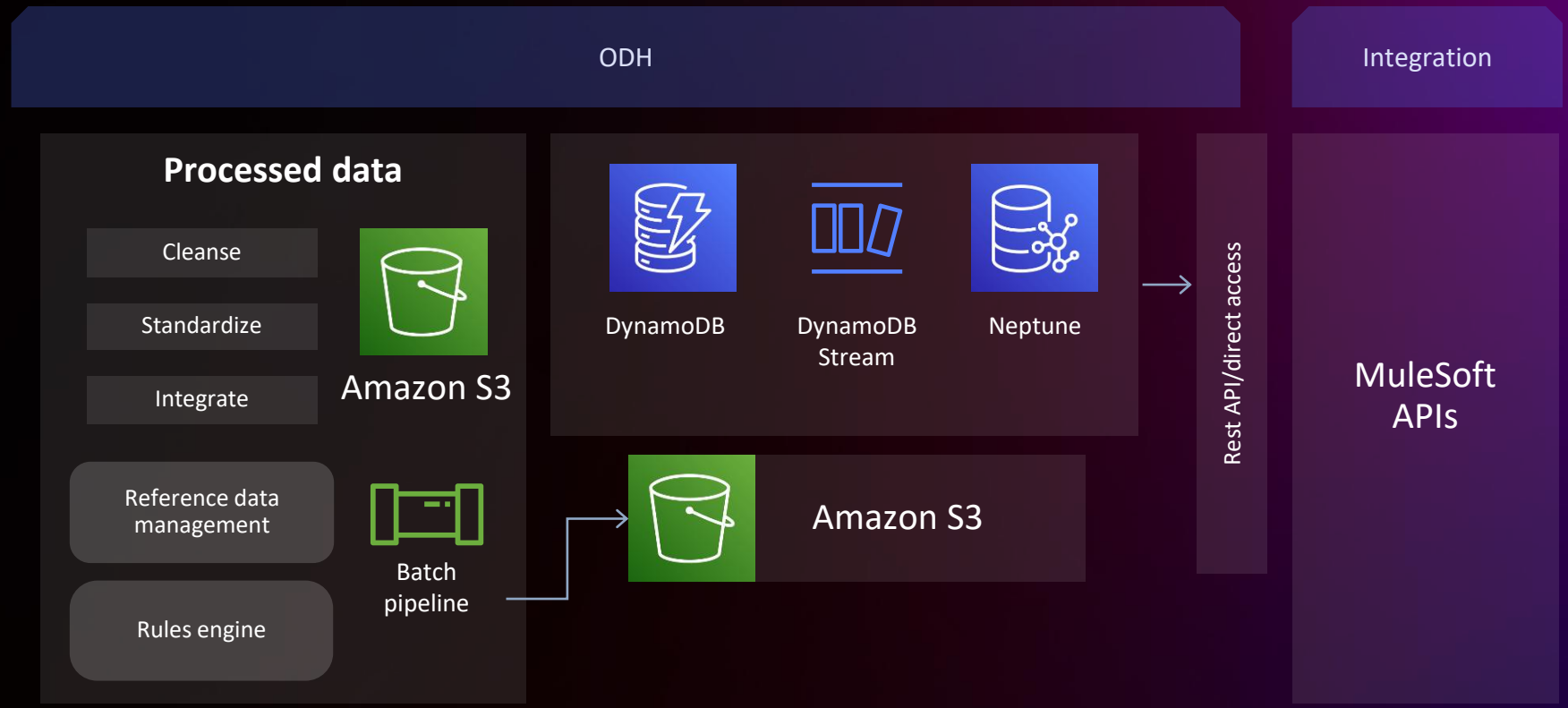
ARCHITECTURE PRINCIPLES AND TECHNICAL DECISIONS

ACORD “fit for purpose” insurance model for consistency

DynamoDB to handle large future volumes

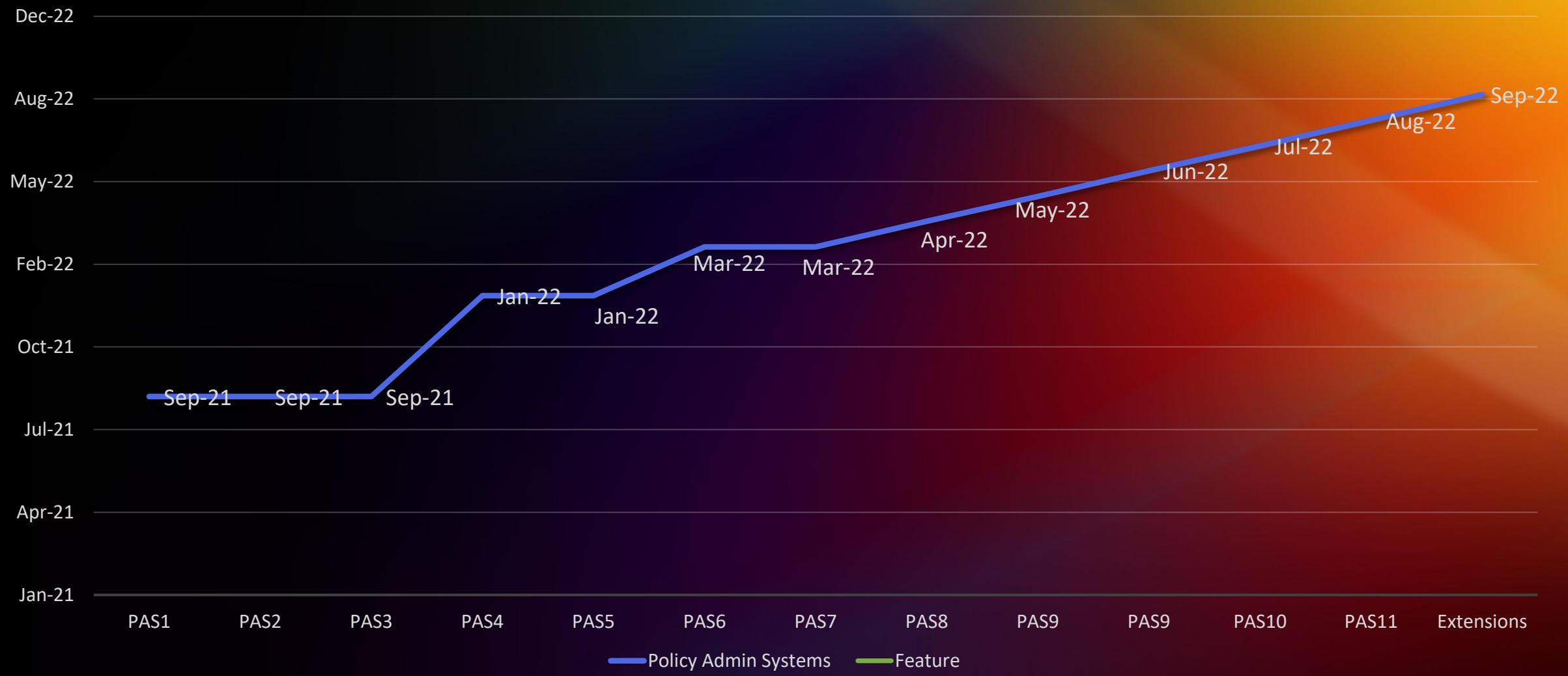
DynamoDB for flexible schemas

Neptune to travel multi-dimensional



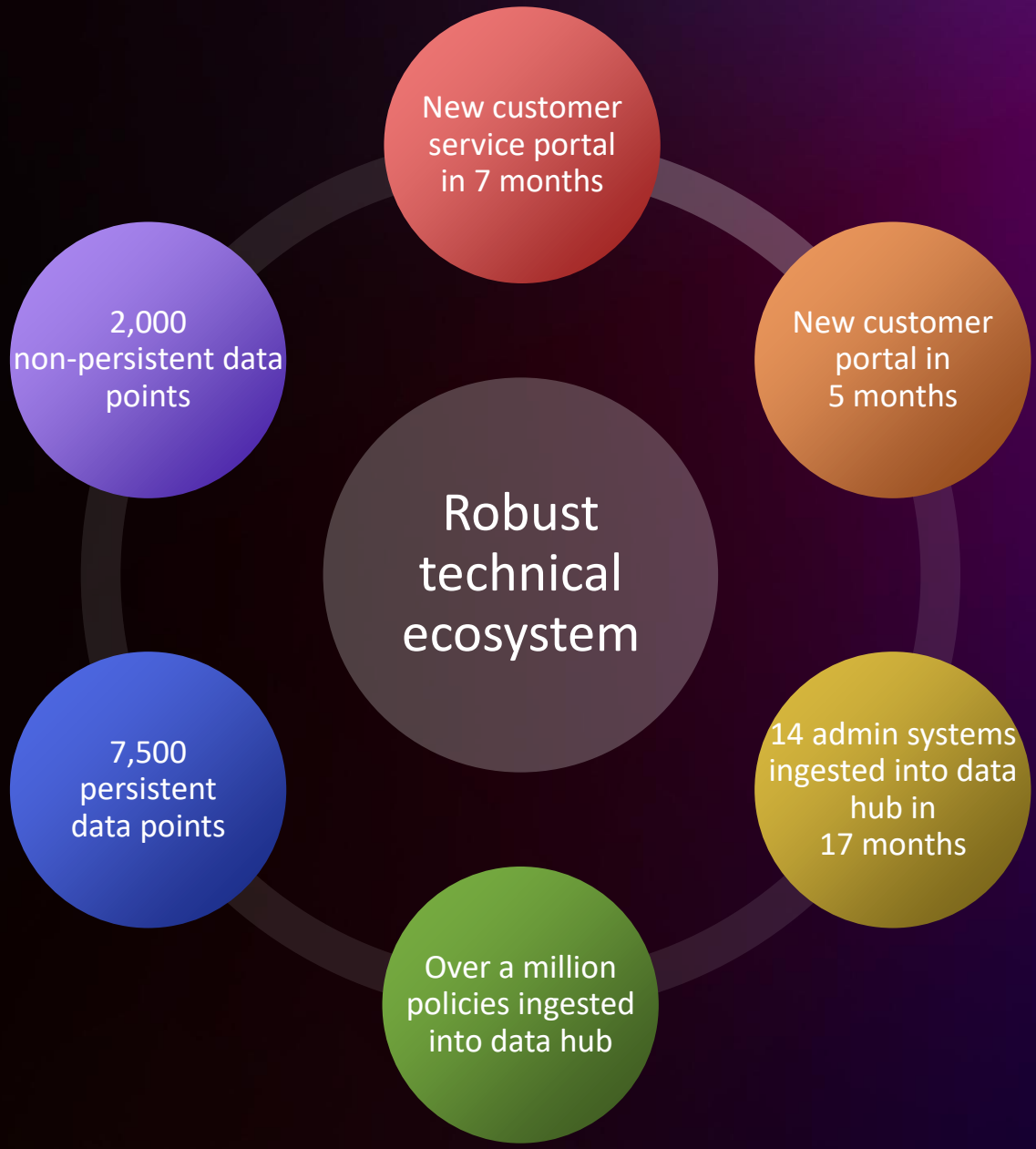
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PAS data ingestion timeline



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Measurable results to move the business forward

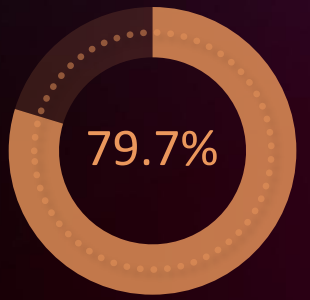


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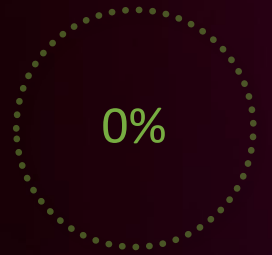
Results for customers and employees



- Customer service requests processing reduced from days to seconds
- Self-service for high volume service requests
- Vendor partnership
- Reusable data ingestion framework
- On track for separation



High OSAT and DXS



Frustration behaviors



Engagement behaviors

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Lessons learned and path forward

Variations across life insurance products

Adoption strategy for digital offerings

Value creation vs. capability building

Separation and transformation in parallel

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Thank you!

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