



Insurtech Initiative of the Year



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Desmond Lee



Jamie Baldock

FWD's Digital Enablement Platform (DEP), which accelerates innovation and improves the customer experience, caught the attention of the judges.

DEP is a new cloud service platform upon which all FWD developers can build, manage and scale modern applications, without facing the constraints of traditional software delivery and deployment practices.

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The introduction of DEP has had a significant impact, reducing operational costs and increasing the predictability of costs for onboarded projects.

At the same time, it has accelerated the speed to market for new innovations, with revenue realised in as little as one week for full e-commerce product builds with embedded microservices, compared with months when older platforms were being used.

The platform has also improved productivity by reducing the time taken to provide cloud resources for projects. In addition, it eases the burden on support staff, as maintenance tasks are automated.

Desmond Lee, FWD's Group Head of Digital Innovation and Delivery Centre, and Jamie Baldock, FWD Group Head of Direct to Consumer Sales, said: "DEP has enabled FWD to reinvent its approach to software delivery. It reduces the friction in innovation, allowing software development teams to focus their time on creating great software and solutions for internal users and customers."

They explain that DEP enables self-service project orchestration by automatically generating the resources needed for project developments, such as application repositories, databases, API gateways, environments, and user access permissions, including network infrastructure, encryption keys and cluster environments.

It also provides an out-of-the-box continuous integration and continuous delivery (CI/CD) pipeline on which to build, test and deploy project applications. At the same time, DEP's digital transit gateway ensures secure connectivity to and from the internet, other cloud providers and internal networks.

The DEP team is continuing to refine the platform, which aims to benefit all of FWD's development teams across its different markets.