

## CASE STUDY

# Fetch Pet Insurance Cures Legacy Platform Headaches for Good with AWS Migration



## Client Scenario

A New York City-based pet insurance company had developed groundbreaking health data technology but struggled with the sub-optimal performance of their existing legacy Cloud platform.



## Challenges

- Legacy systems lacked reliability and efficiency
- Competitive market demanded exceptional customer experience in a modernized app



## The Solution

- Migration to AWS Cloud Services
- Use of Digital Accelerators to shave months off of implementation time



## Outcomes

- **30% reduction** in IT Cost per policy
- **40% faster** release deployment cycles
- **4 months** to successful migration

# The Client's Challenge



The client had developed a groundbreaking, patent-pending technology called Fetch Forward™, which uses 150 million data points from 16 years of clinical health findings to provide Fetch Pet parents with tailored insights and topical recommendations.

Fetch Pet Insurance needed to **modernize and migrate** to a platform with greater scalability and feature sets. In addition to trying to convincingly sell the value of its service to a reluctant audience, they faced the challenge of **market attrition** and had to make sure the customer experience lives up to what is being promised.

Being a predominately app-based business, a cloud-based platform was paramount to Fetch Pet Insurance, to provide a **seamless digital customer experience** without costing the earth. They also wanted end-to-end insight into the lifecycle of a transaction.



## GlobalLogic recommended a migration to AWS cloud services.

Not only does AWS have **built-in intelligence** to support data analytics and security, the platform can be **customised to meet business needs** and offers a pay-as-you-go pricing model.

To ensure all business needs were captured and accelerators realized early, GlobalLogic completed a **joint planning session** with Fetch Pet Insurance.

This session engaged key stakeholders and built out a roadmap for two consecutive programs of work.

These programs of work supported an overarching objective to **refactor the existing monolith** application to a cloud-native microservices based, omni-channel digital platform; all built upon AWS.

The first program adopted a [DevOps approach](#) to operationalising the complex setup using opensource, AWS native and APM tools.

This involved **sprint cycles and feedback loops** to continually test and improve on work completed.

# Our Approach

To ensure a successful migration, our engineers followed a two-phased execution methodology:

1. **Initial implementation provisioned:** Network, Compute, Storage, IAM and Kubernetes
2. **With Infrastructure as Code (IaC) enhancements:** Secrets management, API Gateway, ECR, ELB/NLB, Database, Message Bus and Elasticache

These steps enabled applications from the agent and client portals, sales funnel and mobile app to be migrated and modernised **from Monolith to Microservices-based architecture** on AWS cloud.

The backend, which was running on a legacy system on Google Cloud, was migrated to AWS, too.

Joint efforts from GlobalLogic Delivery & Practices lead to a successful implementation of IaC for AWS environments using [OpeNgin](#) – a comprehensive, integrated DevOps solution that automates cloud infrastructure setup, installs tools, and jump-starts CI/CD pipelines.

# Business Benefits

In just 4 months, Fetch Pet Insurance successfully migrated its existing functions to AWS and realized:

**-30%**  
IT Cost per Policy

**-25%**  
Mean Time Between Failures

**New:**  
Real-Time Performance & Security Monitoring

**+40%**  
Faster Release Deployment Cycles

# About GlobalLogic

With 20+ years of experience in regulated software product development and engineering services, GlobalLogic has become a trusted partner in the fields of smart devices, pet technology, clinical research, and diagnostics. We develop Class I, II, and III products in accordance with ISO 13485 certified QMS and IEC 62304 compliant SDLC.

## How Can We Help You?

To learn more, or to speak with one of our experts, please reach out to [info@globallogic.com](mailto:info@globallogic.com).

20+

years of industry  
experience

2300+

industry-dedicated  
engineers

90+

healthcare & life  
sciences clients

300+

new products

# GlobalLogic

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