

ACENDA (FORMERLY MLC LIFE INSURANCE)



INITIATIVE Acenda (formerly MLC Life Insurance) Fuels Growth Through Cloud-Based Core System Modernisation.

AWARD Celent Model Insurer 2025 for Legacy and Ecosystem Transformation

EXECUTIVE SUMMARY Acenda (formerly MLC Life Insurance) embarked on a transformation journey by implementing a cloud-based, future-ready life insurance platform to capitalise on market opportunities and deliver enhanced products and performance for its life insurance customers. Acenda could decommission its data centres and achieve significant cost efficiency as part of this transformation.

TIMELINE

- Legacy modernisation and consolidation (2017 – 2021)
- Operation stabilisation (2021 – 2022)
- Movement to cloud (2023 – 2024)
- Improving self-service and efficiency (2024)

KEY BENEFITS

- More than 60% improvement in processing times for key transactions, enabling faster service delivery and operational efficiency.
- Achieved a 30% reduction in infrastructure spend with streamlined operations and cloud optimisation.
- In 2023, overall efficiency worth \$AUD 2.3 million was saved for the business.
- 100% automated, secure, and reliable integrations with banks and other partners, including superannuation funds, have eliminated hours of manual intervention efforts from the legacy world and significantly reduced errors.
- 95% decrease in carbon emissions related to Acenda infrastructure, compared to 18 months ago (as of January 2025), due to cloud migration.

KEY VENDORS TCS, AWS, Oracle Cloud, Salesforce

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