

INITIATIVE	Aviva Modernization and Core Cloud Migration
AWARD	Celent Model Insurer 2026 for Legacy Transformation
EXECUTIVE SUMMARY	In partnership with TCS and Microsoft, Aviva executed a comprehensive migration of their Bamboo system from a legacy managed service environment to Azure, modernising 35 applications, 25 databases, and over 50TB of data. The initiative enhanced system availability to 99.85%, accelerated CI/CD by 75%, reduced quote rejections by 80%, and delivered £2.2 million in annual hosting savings. This large-scale cloud transformation also fostered improved IT-business collaboration and established a blueprint for future cloud-first initiatives.
KEY BENEFITS	<ul style="list-style-type: none"> • Annual hosting cost savings of £2.2M; cost per policy reduced by 65%. • 9,000+ additional annual uptime hours; availability improved from ~99.7% to 99.85% • 75% faster deployment cycles; 4x faster batch processing • 80% fewer quote rejections; 30% faster customer service responses; 70%+ reduction in journey errors • 90%+ carbon efficiency gains • Strengthened security with 22 risks resolved
KEY VENDORS	Tata Consultancy Services, Microsoft
READ MORE	Please visit the Model Insurer awards hub at Celent.com to learn more about this initiative.

