

Modernizing Insurance Without Disruption

Orchestration + Integration in Practice

Building a Connected and Extensible Insurance
Ecosystem at Utica First Insurance.

Today's Presenters



John Burns
Senior Vice President &
CIO
Utica First Insurance

John guides enterprise modernization initiatives and technology strategy across underwriting and business operations.



Dan Sobotincic
President
**Daystar Insurance
Systems**

Dan works with insurers and MGAs to modernize insurance operations through integration, orchestration, and automation.



01

Insurance Is Evolving Faster Than Ever

Modern insurance ecosystems are becoming more connected, complex, and fast-moving.

02

The Business Challenge: The Reality Facing Insurers Today

The challenge wasn't simply implementing new systems.

It was creating a scalable operational architecture that unified workflows, integrations, governance, and future innovation across an evolving technology ecosystem.

03

Modernization Extends Beyond Core Systems

Modernization success depends not only on core systems, but on connected workflows, integrated ecosystems, and user experience.

The Modernization Approach

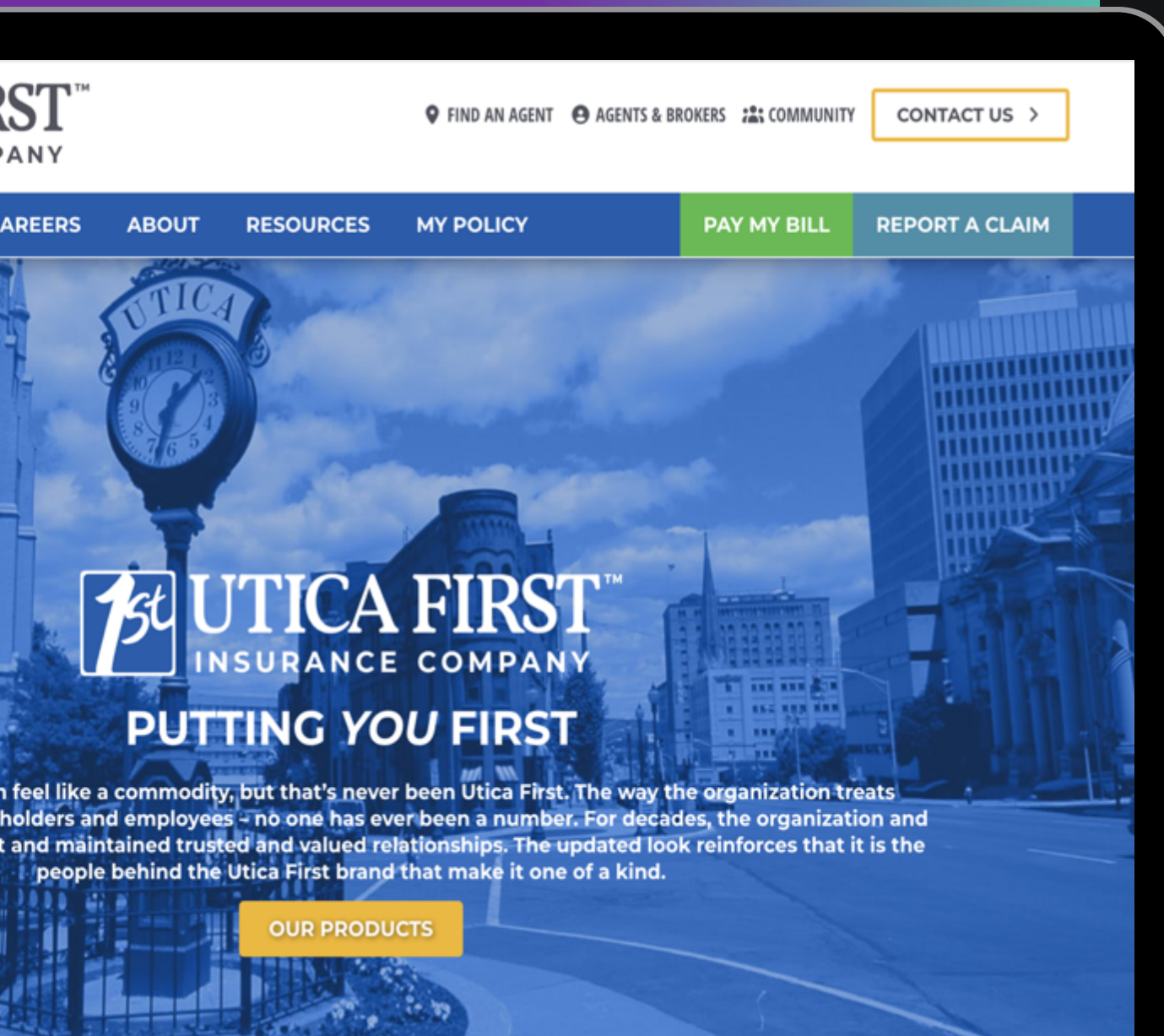
WSO2 manages how systems connect. Daystar manages how insurance work gets done.

WSO2

- API management
- Integration services
- Routing/transformation
- Secure connectivity
- Scalable integration foundation

Daystar

- Insurance-native orchestration
- Workflow intelligence
- Process governance
- Operational coordination
- Business logic layer
- Integration monitoring and analytics



Orchestration & Integration Architecture

Business Experience Layer
Users/Underwriting/Operations/Partners

1

Orchestration & Workflow Layer

- BPMN orchestration
- Workflow routing
- Operational governance
- Business rules
- Automation coordination

2

WSO2 API + Integration Layer

- APIs
- Transformation
- Routing
- Security
- Monitoring

3

Core System & Partner Ecosystem

- PAS
- Claims
- Billing
- Underwriting Workbench
- Document systems
- External data providers

Operationalizing the Modernization Architecture

A connected ecosystem orchestrated for operational excellence, agility, and future innovation



Utica First is building a more connected, agile, and future-ready insurance ecosystem by orchestrating workflows, integrations, and partners to deliver better outcomes for our teams, partners, and customers.

Better Experiences for customers, partners and users

Operational Excellence through visibility, governance and automation

Future Ready with an extensible foundation for AI and innovation

Stronger Ecosystem with connected partners and data

Operational Visibility

End-to-end visibility across systems and workflows

Governance

Policy enforcement, compliance and auditability

Workflow Coordination

Orchestrated processes across people, systems and partners

Continuous Modernization

An architecture designed to evolve over time

User Experience

Improved user and customer experiences across channels

AI Readiness

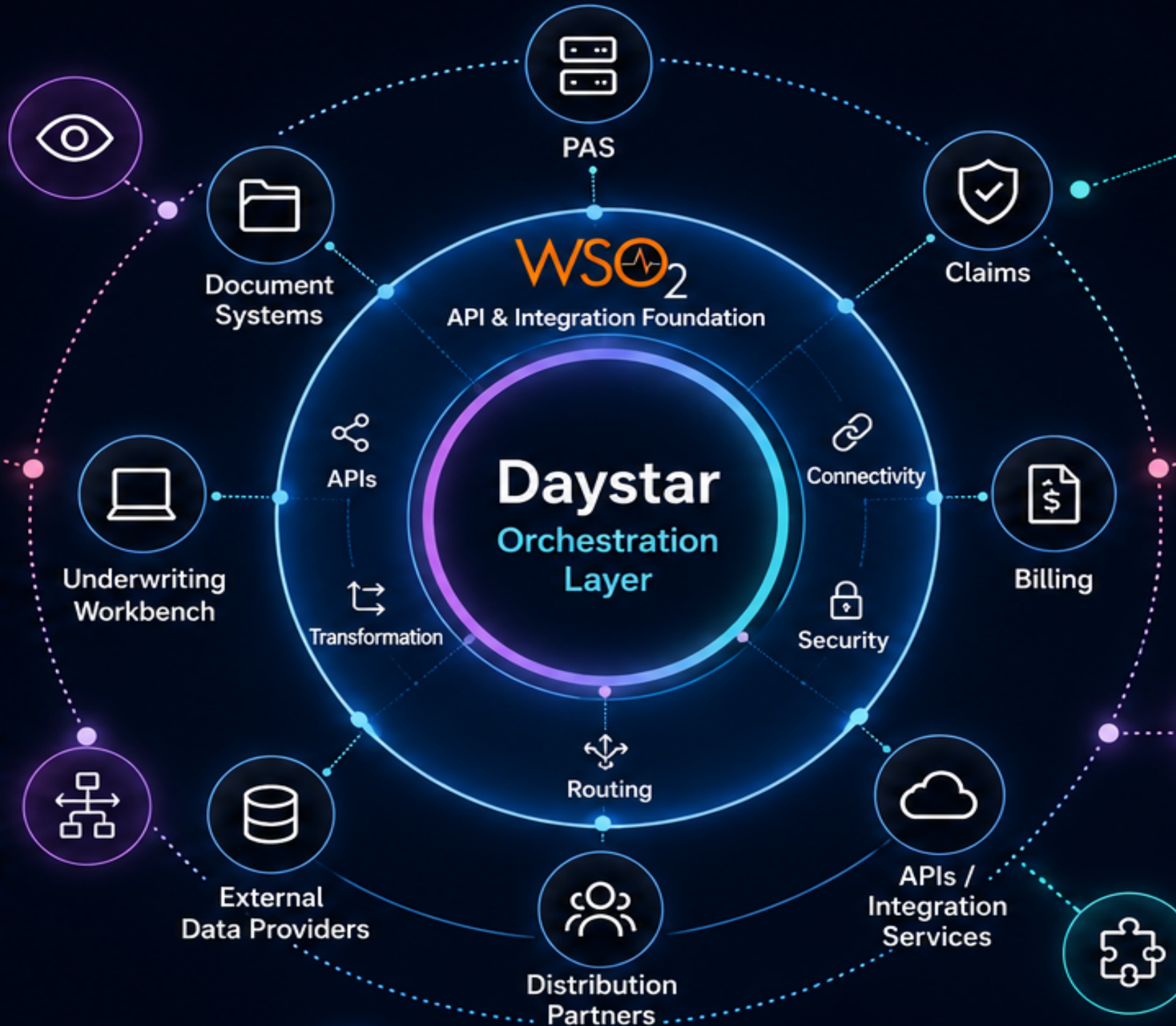
Governed data and workflows that enable responsible AI adoption

Agility

Faster onboarding, deployment and adaptation to change

Modularity

Modular, reusable components for faster change



○ Systems & Partners

⋯ Outcomes Enabled



Utica First leverages **WSO2** and **Daystar** to connect systems, orchestrate workflows, and enable operational excellence—delivering greater value to our **customers, partners, and business.**

Operational & Business Outcomes

The value wasn't one large transformation moment.

It was creating an architecture that enables continuous modernization and operational flexibility over time.

Operational Visibility

- Improved operational transparency.
- Workflow visibility across systems.
- Reduced operational risk.

Agility & Speed

- Faster onboarding.
- Faster deployment of new capabilities.
- Greater operational flexibility.

Connected Experiences

- Improved workflow coordination.
- Enhanced user experiences/portals.
- More connected operational processes.

Foundation for Innovation

- Foundation for future AI initiatives.
- Extensible modernization architecture.
- Flexibility to evolve continuously.

Future State & AI

Preparing for AI requires more than AI.

AI without orchestration and governance creates operational risk. The goal is not simply to introduce AI, but to operationalize it responsibly within enterprise workflows.

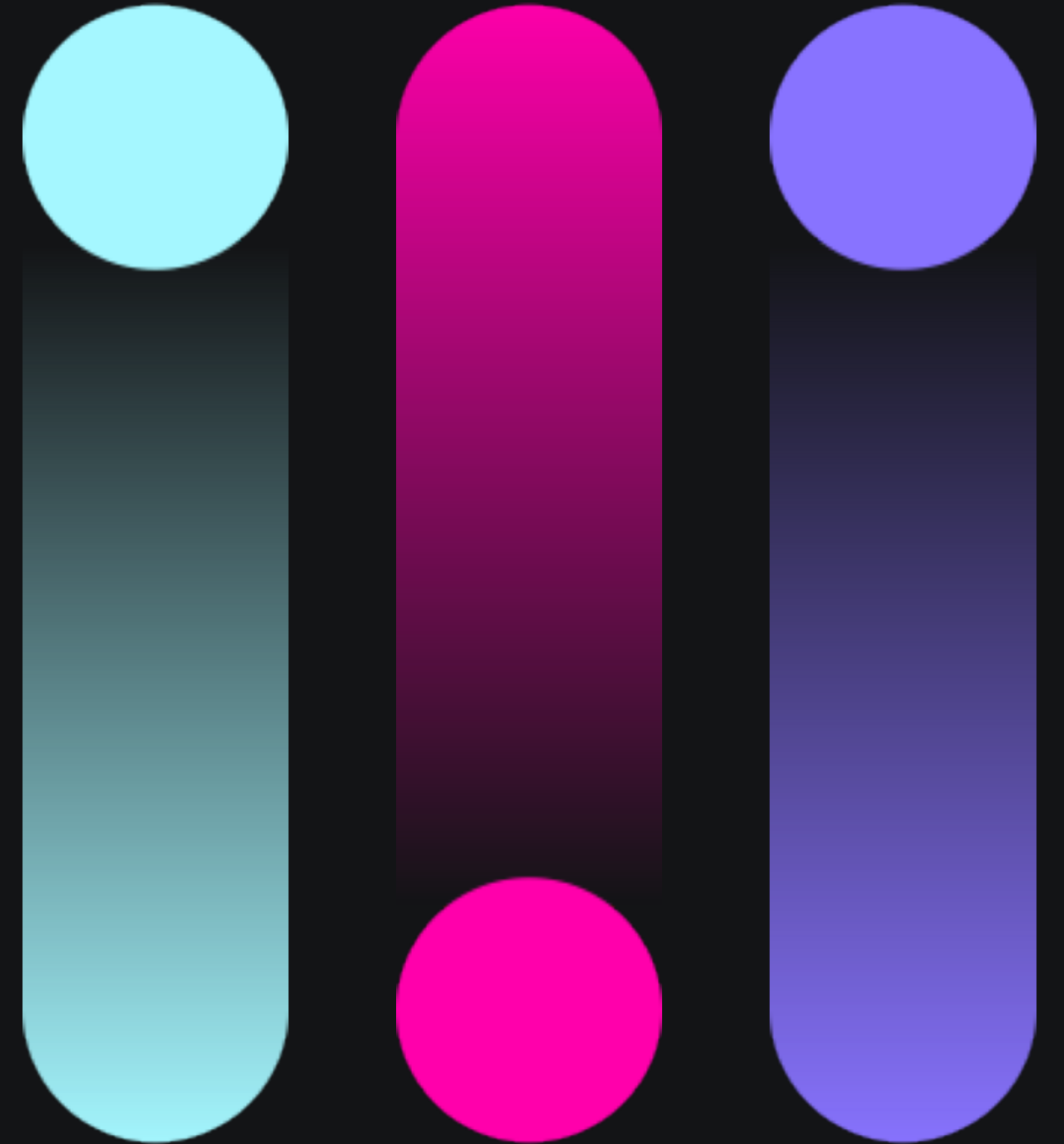


“ Modernization isn't about replacing everything at once.

It's about building an extensible integration and operational architecture that allows insurers to evolve continuously, with less risk, greater visibility, and a foundation for future innovation.

”

Closing + Q&A



Contact



John Burns, SVP & CIO
Utica First Insurance



www.UticaFirst.com



JBurns@UticaFirst.com



[linkedin.com/in/john-burns-mba-pmp-618555/](https://www.linkedin.com/in/john-burns-mba-pmp-618555/)



Dan Sobotincic, President
Daystar Insurance Systems



www.DaystarLimited.com



Dan.S@DaystarLimited.com



[linkedin.com/in/dansobotincic/](https://www.linkedin.com/in/dansobotincic/)

The image features a dark background with a series of concentric circles and horizontal lines. The circles are drawn with thin lines in shades of pink, cyan, and light blue. The horizontal lines are also in these colors and intersect the circles, creating a grid-like pattern. The text "Thank you!" is centered in the middle of the image in a white, bold, sans-serif font.

**Thank
you!**