

A Success Story in ITO Management

Perot Systems is a trusted provider of end-to-end business process, consulting, application, and infrastructure solutions. We provide Business Process Outsourcing (BPO) services for new business, policy administration, policyholder and producer call centers, and claims adjudication to support 3 million life, annuity, and health policies for more than 35 leading insurers. We also hold all required Third Party Administration licenses. Our 30 years of insurance industry expertise, combined with a leading technology platform and global delivery model helps bring you immediate operational benefits while building long term strategic results.

To learn how our insurance solutions can benefit your organization, contact us at insurance@ps.net

Life and Annuity Insurance Client

Perot Systems helps a life and annuity insurer regain control of their mainframe environment.

The Challenge

A mid-tier life and annuity insurance client was in need of mainframe hosting services after suffering a hard drive failure which resulted in the loss of business data. The failure exposed risks related to the company's data store and the lack of adequate backup support for their production system.

The Solution

The client needed an infrastructure outsourcing provider with extensive mainframe knowledge and the ability to quickly and efficiently transition data to a new environment. Perot Systems was selected to perform a comprehensive analysis including developing a transition plan focused on minimizing service disruptions during the migration to our hosting environment. One feature of the transition approach was the use of "disk mirroring" in order to minimize any service disruption during the production cutover.

The primary goal of the analysis was to optimize and strengthen the controls surrounding the mainframe hosting environment. The insurer also engaged Perot Systems to manage additional services, including hosting the mainframe server, running the carrier's policy administration system, managing the help desk, developing a disaster recovery storage system, and assisting with scheduling and operations management.

The Results

We were able to quickly and efficiently transition the client's data to our platform with no interruption in service. We also reduced software costs by leveraging our enterprise licensing relationships. Throughout the process the Perot Systems team communicated with the client daily to discuss the steps we were taking to solve mainframe hosting issues as they arose.

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