

Defining IT Strategy & Enterprise Architecture



Benefits

of Defining an IT Strategy & Enterprise Architecture

- Greater alignment of IT to business objectives
- Improved IT governance
- Greater visibility and transparency of operations
- Greater accountability
- More reliable, cost-effective IT delivery
- Greater integration and more efficient use of organizational resources and assets
- Reduction or elimination of inefficient and redundant processes
- Greater adaptability and responsiveness to changing demands and market conditions
- More rapid development and delivery of new products and services
- Improved customer intimacy, satisfaction, and loyalty
- Improved risk mitigation and business continuity

RESULTS

WHEN A LEADING PROPERTY AND CASUALTY INSURANCE COMPANY WITH MULTIPLE AFFILIATES NEEDED TO IMPROVE EFFICIENCIES AND REDUCE IT MAINTENANCE COSTS, PEROT SYSTEMS DELIVERED—DEFINING AN IT STRATEGY AND CREATING AN ENTERPRISE ARCHITECTURE BLUEPRINT TO SUPPORT THE INSURER'S IMMEDIATE NEEDS AND LONG-TERM GOALS.

CHALLENGE

Perot Systems' customer, a provider of specialty products including high-risk auto, professional liability, marine, and crop insurance, sought to increase the efficiency of its business processes, enhance support of its information technology, and reduce IT maintenance costs. In addition, the insurer needed a solution that would support the creation of new products and services and accelerate their delivery to market.

SOLUTION

The insurer selected Perot Systems to define an IT strategy and create an enterprise architecture blueprint that supported standard P&C insurance technologies and processes and would accommodate future expansion and enhancements.

Collaborating with the customer, Perot Systems executed a short-term consulting engagement, working on-site with the insurer's newly established enterprise architecture group to:

- Review the customer's existing systems and processes
- Conduct interviews with the customer to assess current and future needs
- Validate the customer's envisioned architecture
- Provide critical feedback and advice

In addition, Perot Systems consultants collaborated with senior architects and leaders from the customer's various business units to define a set of software services for the architecture, including specifications for functionality and interfaces for each service.



Put the people, processes, and technology expertise of Perot Systems to work for you. To contact an insurance industry expert, e-mail insurance@ps.net

RESULTS

Through its experience and expertise in technology consulting and enterprise architecture design, Perot Systems created a blueprint for the insurer to consolidate and standardize multiple applications, platforms, and technologies in an enterprise architecture that would enable it to benefit from:

- Reduction and control of IT maintenance expenses
- Enhanced IT support
- Improved business process efficiencies
- More timely, cost-efficient development and delivery of new products and services

SOLUTIONS FOR THE INSURANCE INDUSTRY

Consulting Solutions

- Strategic IT Assessment
- TCO and ROI Analysis
- Project, Program, and Transition Management
- Quality Assurance Programs (ISO, CMMI, Six Sigma)

Business Process Solutions

- Business Process Design & Re-Engineering
- Claims Processing
- Finance and Accounting Process Assessment
- Order-to-Cash and Procure-to-Pay Processing
- Document Management

Applications Solutions

- Application Development
 - Application/Architecture Assessment
 - Enterprise Application Integration
 - Package Implementation
 - Web Enabling
- Application Management
- Application Migration and Reengineering
- Application Testing

Infrastructure Solutions

- Infrastructure Assessment
- Infrastructure Implementation & Migration
- Program Management
- IT Service Management
- Systems Automation
- Information Assurance Services
- Web Hosting
- Enterprise Computing
 - Data Center Facilities
 - Mainframe Systems Services
 - Midrange Systems Services
 - Utility Computing
- End-User Computing
 - Workspace Management
 - Messaging

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perotsystems®

2300 West Plano Parkway
Plano, TX 75075
main: +1 888 31 PEROT
+1 972 577 6000

www.perotsystems.com

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