

A success story in delivering new application solutions

Increasing Business Flexibility and Growth through Software Modernization

Benefits

of consolidating IT applications to a single software solution

- Combines multiple product lines onto a single software platform
- Supports multiple customer access channels (e.g. call center, Web, etc.) through a single database
- Reduces Total Cost of Ownership
- Enables companies to easily make plan/policy additions and modifications without requiring IT support



FOR A LARGE, MIDWESTERN FINANCIAL SERVICES AND PROPERTY/ CASUALTY INSURANCE COMPANY, DECADES OF GROWTH AND MULTIPLE ACQUISITIONS RESULTED IN A VARIETY OF REDUNDANT IT RECORD KEEPING SYSTEMS. PEROT SYSTEMS PROVIDED CONSULTING AND APPLICATIONS DELIVERY CAPABILITIES THAT HELPED THE COMPANY MODERNIZE AND CONSOLIDATE ITS CORE PENSION ADMINISTRATION PLATFORMS WHICH LOWERED OPERATIONAL COSTS, INCREASED BUSINESS FLEXIBILITY, AND ENABLED IMPROVED CUSTOMER SERVICE.

CHALLENGE

Like many insurance carriers, the company often created different legacy record keeping systems when launching a new product or gaining a large group. In addition, acquisition and merger activities resulted in absorbing – but not integrating – disparate systems from other organizations.

Our customer needed to develop and implement a solution that would reduce both business operations and IT costs. However, the primary driver was to enable business growth by providing a more flexible and adaptable application platform that could be used to attract new customers.

SOLUTION

Perot Systems collaborated with the client to better identify their unique situation and build a solution that included a rationale for change. The legacy modernization project implemented a new solution that included the following components:

- A new record keeping system that manages over a million customer accounts including nightly, monthly, and quarterly processing functions. Additionally many of the manual corrections processes were automated with this new platform.
- A product administration application that allows the client to quickly add new products and enhance existing financial products.
- A common customer service platform that supports call center, VRU, and web access to customer account information.
- A data conversion platform that was used to convert existing customer, product, and transaction history information to the new platform as well as supporting the conversion of new customers.
- A integration framework that consolidated and reduced the complexity and number of external system interfaces.

The application architecture was designed following a Service Oriented Architecture (SOA) approach using J2EE, IBM WebSphere, Oracle database engine, Business Objects, and Informatica.



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 a collaborative approach with Perot Systems consultants and company employees, the carrier was better able to identify its existing situation and challenges, understand and justify possible solutions, and implement the architectural and applications solutions necessary to realize their business objectives.

IT Results

- Consolidated - from four to one - the company's legacy record keeping systems.
- Eliminated 27 redundant subsystems and interfaces.
- Eliminated duplication of data and quality issues.
- Reduced the risks associated with legacy mainframe and AS400 platforms.

Business Results

- Better able to support large-scale customers with plan customization.
- Plan for regulator and competitive changes in pension marketplace.
- Reduced Total Cost of Ownership.
- Ability to support international expansion efforts.

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

Applications Solutions cont.

- 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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