

Evaluating a Technology Solution

Benefits

of Engaging Perot Systems When Evaluating a Business Technology Solution

- The industry-specific experience and technical expertise of a leading global technology solutions provider
- Informed, objective decision-making through documentation and evaluation of the functional and technical requirements of a solution



WHEN A LARGE MIDWESTERN LIFE AND HEALTH INSURANCE COMPANY NEEDED CONSULTATIVE EXPERTISE IN SELECTING A SOFTWARE SOLUTION TO MANAGE ITS OFFSHORE BUSINESS PROCESSES, PEROT SYSTEMS DELIVERED—MANAGING A TECHNOLOGY SELECTION PROCESS THAT ENSURED THAT THE SOLUTION MET THE CUSTOMER'S REQUIREMENTS FOR FUNCTIONALITY, SCALABILITY, PERFORMANCE, AND VALUE.

CHALLENGE

Having made the decision to move selected business processes offshore for cost advantages, Perot Systems' customer was seeking a software solution that would aid in managing business processes and provide performance metrics to help in targeting areas for cost reductions.

Like many large companies, the customer was organized by business unit. And because each unit made its own technology purchase decisions rather than negotiating at the enterprise level, the customer failed to receive the best possible discounts.

SOLUTION

The insurer turned to Perot Systems for help in coordinating the disparate business units and managing the technology selection process to achieve an enterprise-level purchase decision that would meet the business units' needs and secure the best possible purchase price.

Perot Systems collaborated with the customer in this process, teaming an industry-expert consultant with one business representative and one technical representative from each of the customer's seven business units. Together, the project teammates prioritized the functional and technical requirements of the software solution, then used these requirements to develop a request for proposal (RFP) that included four categories by which potential solutions and vendors could be evaluated: functional capabilities, architectural capabilities, vendor viability, and insurance industry expertise. At the same time, Perot Systems consulted the international Workflow Management Coalition (WfMC) as well as vendor web sites to establish a list of candidate vendors.

RESULTS



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

The RFP was sent to 15 vendors, and 13 responded. A subset of the project team evaluated the proposals and presented summary findings to the entire team. Next, a short list was created, and each vendor on this list was invited to make a three-hour presentation including a company overview, a demonstration of a predefined business process, and a question-and-answer session with the project team.

From these presentations, two vendors were invited to participate in identical performance and scalability tests at a Perot Systems facility in Tampa, Florida, using an environment specified by the customer. In addition, the vendors were evaluated on ease of installation and integration, among other factors. One vendor was unable to pass the performance test, while the other met or exceeded requirements in all areas and was selected to be the technology solution provider.

RESULTS

Perot Systems helped the insurer better understand its business units' functional requirements and coordinate a technology purchase decision to negotiate and receive an enterprise-level discount on the purchase price. To date, the software solution has been successfully implemented for a number of critical business processes, and the insurer has achieved its projected return on investment.

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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