



Streamlined and generated a standard mechanism for reporting data for a leading global insurance company

CASE STUDY | APPLICATIONS | INSURANCE

Highlights

MphasiS helps a leading global insurance company to generate a standard mechanism for reporting data and to streamline the reporting mechanism through a common reporting interface for all overseas offices.

Client Type

Property and Casualty (P&C) & Reinsurance

Industry

Insurance

Type of Work

General production support, Migration and maintenance

Functional Areas

Accounting, Underwriting, Claims and Reinsurance

Skill Set

OGIS (Overseas General Insurance System)
 PC System & OGIS Mainframe System
 FGAS System (Foreign General Accounting System)

Actuary Systems (Consolidated OGIS records for all Data centers)

Why MphasiS/HP Enterprise Services?

Transition Approach: Grouping applications based on functionalities and technologies, six phased transition approach with checkpoints at each stage ensuring timely deliverables to the client and documenting current system specifications

Strong domain expertise: Insurance Business Analysis Group (BAG)

MphasiS - Client Strategic Partnership:

Ability to setup and deliver from Best ShoreSM locations and supporting client's businesses globally with a dedicated Account Management team

The Client selected MphasiS as a POV (Preferred Offshore Vendor) following an RFP process in 2003-04

MphasiS helps a leading global insurance company to generate a standard mechanism for reporting data to the corporate office and streamline the reporting mechanism through a common reporting interface for all overseas offices

The Client

Leading global insurance company

Objectives

- To support both client server and mainframe applications through an onsite/offshore model with a single team optimizing and bringing efficiencies
- To report financial data faster in a consistent and coherent manner across all overseas reporting offices
- To reduce human/manual processes and operations
- To reduce incorrect reporting such as double booking on referral type of businesses
- To provide quality service and timely solutions to business needs as per SLA's production support resolution
- To create worldwide monthly/quarterly/yearly reports to help foresee the business

Scope of the Solution

- To generate a standard mechanism for reporting data to the corporate office
- To streamline the reporting mechanism through a common reporting vehicle/interface for all overseas offices
- To integrate the different reporting processes
- Actuary Systems (Consolidated OGIS records for all Data centers)
- Knowledge acquisition, responsibility transfer and switch to support from offshore
- To support production related issues
- To actively partner in process improvements and to enhance applications

Challenges

Applications built using Client Server and Mainframe Technologies

Minimal Knowledge base does not exist, either in documented form or within AIU retained personnel as some of the applications are very old mainframe applications

Business processes and technologies not adaptable with changing market needs

Lack of documentation and no standard processes followed for application enhancements

Change management process for enhancement projects

Solution

Migration / Transition methodology Grouping of Applications:

- Transition of 29 applications carried out in three groups based on criticality, complexity Stability, level of documentation and technology
- Client Server: Client Server-1 and Client Server-2 comprising 19 applications
- Mainframe: Comprising 10 applications

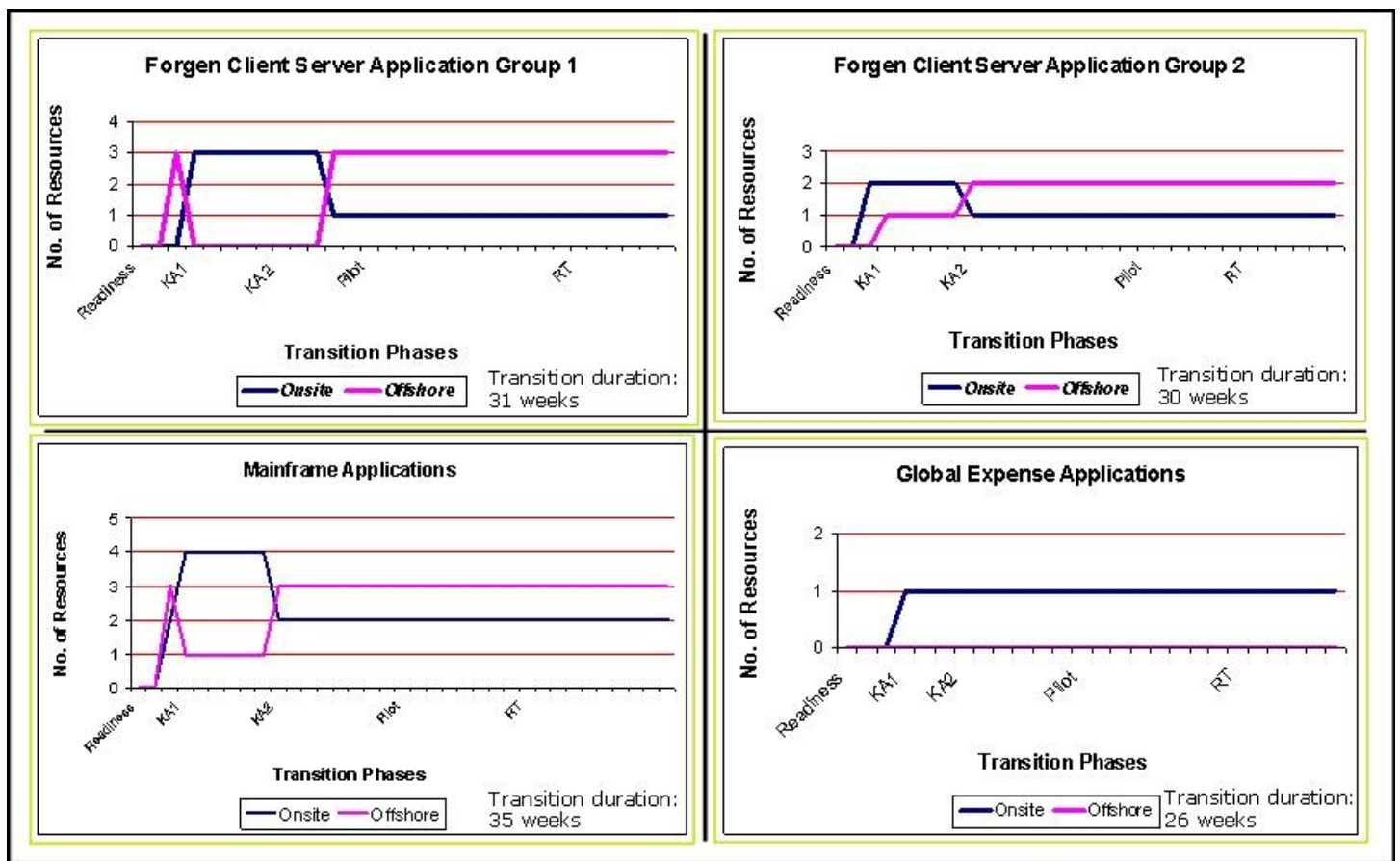
Knowledge Acquisition:

- A structured knowledge acquisition process to capture technical and functional knowledge of the various applications thus creating a comprehensive knowledge repository

Seamless Transition and Application Reengineering:

- A seamless transition included a live parallel pilot of the outsourced model. This was followed by a gradual transition of support and maintenance for the identified Client Server and Mainframe applications to MphasiS with optimization tracks for eventual modernization and re-engineering

Migration / Transition methodology diagram



Performance Highlights

- MphasiS contributed to documentation of the system specifications as part of the knowledge acquisition, as there was no baseline documentation available for existing systems
- Centralized knowledge repository and detailed documentation of all the applications
- Standardized processes for enhancements and production support
- Effectively resolved the production issues within SLAs
- Streamlined the reporting process for affiliate reporting offices worldwide by designing a new system
- Actively partnered with client in meeting the SOX compliance standards for all financial applications and processes
- MphasiS proactively helped AIU Managers in analysis and documentation of critical audit issues during Statutory Reporting under strict timelines.

Technology Used

Infrastructure and Hardware:

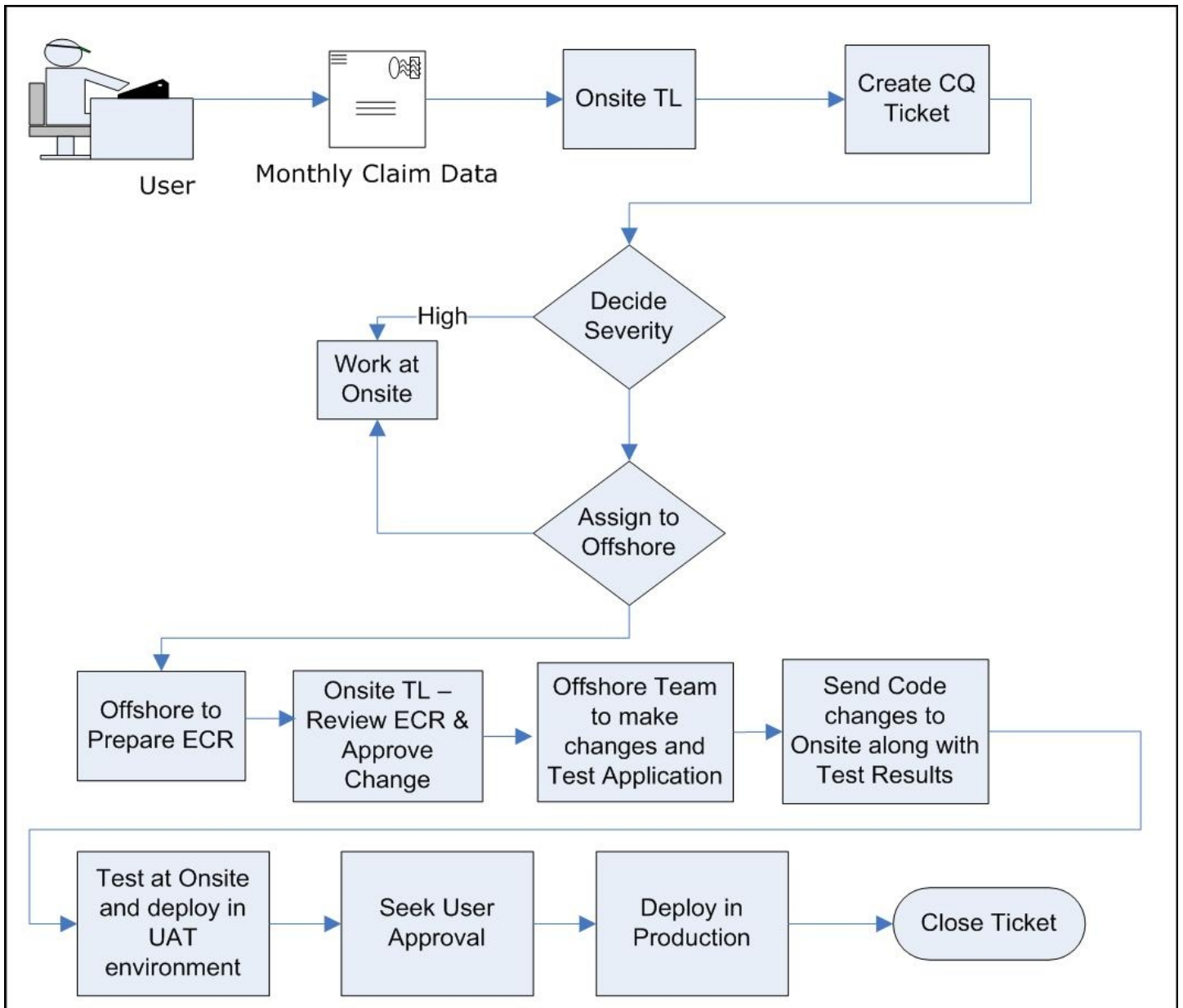
- Windows NT/XP/2000, 1024kb RAM, 80 GB HDD
- Windows NT/XP/2000, 1024kb RAM, 80 GB HDD
- Windows NT/XP/2000 Client, 512 MB Ram, 80 GB HDD, 2 Servers

Software Packages and Custom Applications:

Client Server Application Software: Visual Basic 6.0, Sybase Client, Sybase Server

- Version- 11.9.2, MS Access 97, Crystal Report 8.5, 3rd Party Tools
- **Web-based Application:** DotNet - VB.NET, ASP.NET, VSS(Client), IIS 5.1, Sq, SQL Server 2000
- **Desktop Application Software:** MS Access 2003, VBA Script
- **Mainframe Applications:** COBOL, CICS, DB2, JCL & VSAM

Production support process





Client Quote

"We had a very critical, highly visible task recently with a tight timeframe to explain differences in two of our systems that are responsible for doing statutory reporting; Schedule F and Annual Statement's. These differences were long standing problems that became a crisis this year because of audit issues facing the business.

Mphasis participated in this process and did a very excellent job. They were critical to the work done and provided the bulk of the analysis and documentation. They responded well to the urgency of the situation, provided excellent ideas and helped pull the documentation and figures together in a logical and highly presentable way."

Innovation

- Application improvement feedbacks helped the client to adapt to changing business needs
 - Reengineered and redeveloped AL30 to real-time web based intranet application
 - Reengineered and redeveloped schedule F application to meet client's business need for ceding and assumed reinsurance data processing
- Seeding Mphasis resources on key programs of work requiring rare skills and ensuring successful knowledge acquisition

Benefits

- Centralized knowledge repository and detailed documentation of all the applications
- Standardized processes for enhancements and production support
- Data consolidated at the corporate office faster & accurately for downstream data processing such as:
 - Profit & Loss / Annual statements / General Ledger
 - Corporate & Statutory reporting & Budgeting
 - Reinsurance settlements
- Reduced reporting errors
- OPI (OGIS Process Improvement) and P7 (distinct enhancement project application) moved to production

About Mphasis

Mphasis is a leading Applications, Infrastructure Technology, and BPO services provider. The company delivers real improvements in business performance for clients through a combination of technology know-how, domain and process expertise. With currently over 36,000 people, Mphasis services clients in Financial Services, Manufacturing, Healthcare, Communications, Media & Entertainment, Transportation & Logistics, Energy & Utilities, Consumer & Retail, and Governments around the world. To know more, visit www.mphasis.com.

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