

Optimised IT

Insurer's post-merger operational efficiency boosted with a much improved delivery and governance model for the application enterprise

Challenge

Freeing up resources for strategic projects by integrating post-merger legacy IT systems

Following the merger of two large insurers in 2014, the new organisation found substantial amounts of its time being soaked up managing multiple IT systems to support its daily business needs. This was diverting resources from strategic improvement projects.

To help address the issue, the merged company turned to NTT DATA as a known partner that has worked successfully since 2011 on application service and change programmes with one of the pre-merger companies.

NTT Data was engaged to:

- Provide a smooth transition to standardise the two legacy IT organisations for seamless business support
- Define a transformation programme to implement new policy and claims administration systems
- Integrate the organisation's desktop estate rollout plans.

About the client

One of the world's leading speciality and corporate insurance and reinsurance companies, the organisation is headquartered in the City of London with offices in multiple international locations.

About NTT DATA

NTT DATA (Tokyo: 9613) is your Innovation Partner anywhere around the world. Headquartered in Tokyo, with business operations in 42 countries, we put emphasis on long-term commitment and combine global reach and local intimacy to provide premier professional services from consulting and system development to business IT outsourcing.

Solution

NTT DATA extended its proven IT management model and integrated the desktop for seamless working

NTT DATA's solution comprised of three key components:

- **Seamless business support function:** The existing NTT DATA IT Service Management model deployed for the pre-merged organisation was scaled up for the new, merged organisation. This includes a Service Level Agreement (SLA) model with a robust delivery and governance structure to prioritise incidents and create working groups to manage changes. NTT DATA services for the insurer have since evolved to encompass application services in SAP, Sharepoint and reporting services. NTT DATA now manages the insurer's entire application estate.
- **New policy and claims administration systems:** NTT DATA developed and implemented a core business system for policy and claims administration, replacing multiple systems across Asia and France. The new Policy Administration System provides consistent processes and consolidated reporting for management.
- **Integration of the desktop estate:** In 2015, the insurer redeployed all London HQ personnel from multiple locations into one central office. Ahead of the move, to enable all staff to work seamlessly, NTT DATA brought together the entire desktop estate suite, including an integrated email domain, user access to systems including Active Directory, and user desktop computers. The same solution was subsequently deployed worldwide. Such 'big bang' projects typically incur first day problems, but NTT DATA's preparation helped to ensure a seamless transition.

An expanded role

NTT DATA continues to expand its application services for the insurer, including projects to meet new regulatory requirements. In addition, NTT DATA provides design and advisory work on architecture and infrastructure and, more recently, for automation and digital transformation.

Results

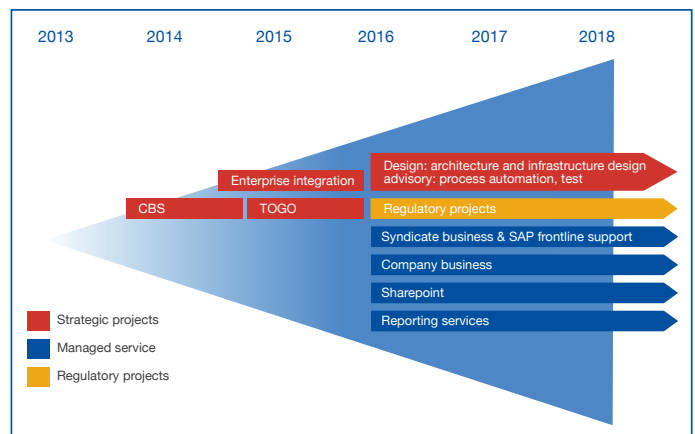
Higher throughput, lower costs and increased customer satisfaction exceeding performance targets

The proven NTT DATA model has been adopted by the insurer to support its new, merged organisation and across multiple applications.

The benefits of NTT DATA's support include:

- 200% higher throughput, and increased customer satisfaction following the rapid implementation of SLAs to improve processes and procedures
- 82% fewer business-critical changes because of increased application stability
- Working with its sister companies, NTT DATA delivered complete solutions, eliminating the need for the insurer to manage third-party providers
- 20% lower cost of delivery of a diverse range of services thanks to NTT DATA's work with a third party on application management information projects. This also avoided contractual and governance engagement with multiple vendors
- NTT DATA's support has freed up the insurer's resources to focus on its strategic imperatives.

NTT DATA now manages the complete application suite as a managed service, exceeding performance targets. It is also working closely with the insurer to deliver ongoing improvements and transformation projects.



NTT DATA provides a wide and expanding range of services