

Infosun Case Studies



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ITL (Infosun) Quick Facts

- US Incorporated Company, Americas, Europe and Asia
- Consulting and IT Services to Global Clients
- Established Development and QA Process
- Robust Infrastructure, Large Qualified Consultant base
- Multi-skilled software company offering
 - Application outsourcing
 - Projects and Solutions
 - Products and Consulting Services
 - Strategic Staff Augmentation
- Areas of engagement
 - Offshore Services - Global Delivery Model
 - Onsite Development Support



CASE STUDY A

A LARGE INSURANCE COMPANY



TYPE OF ENGAGEMENT

- **Custom Application Development**

- Accounting department
- Web systems department
- Agency Management

- **Maintenance**

- Fire
- Health
- Auto
- Agency Management

- **Production support**

- Fire
- Health
- Auto
- Agency Management

- **Overall comments**

- “Infosun is our preferred alliance partner”
- “What a great team of people to work with!”



THE RELATIONSHIP HAS BEEN VALUABLE TO THE CLIENT

Specific levers



- “A lot has been accomplished in a very short time frame and it is indicative of your dedication”
- “One week ahead of our goal... an outstanding job!”

- We have saved close to 20% of their IT budget in terms of services:
Ratio of Client IT staff to Alliance Partner staff is now 2:1

- Schedule variance is within $\pm 5\%$
- “In the first quarter (customer) survey feedback... the project manager greatly appreciated the work done by the Infosun”

Overall levers

- Infosun associates have higher learning curves :
“We know these changes were very complex and it took a tremendous amount of effort to accomplish what you did”
- IT work has been smoothly aligned with other processes in xyz
- Well defined knowledge management systems have been put in place to account for attrition of personnel who are experienced on XYZ specific applications

A Case Study - B

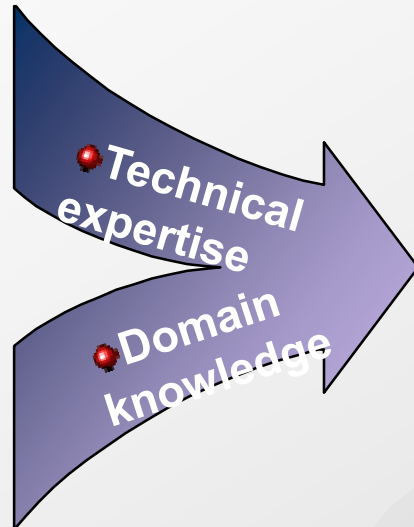
A Classic Migration Success Story



A Conversion project

Hardware – IBM-3090

Software – OS/390,
COBOL, PLI, ADF, JCL,
IMS DB/DC, DB2



Internal Information Systems of a leading US based Insurance company

- 50 applications to be converted from ADF to PL/1 or COBOL
- Resources at Onsite: 10
- Resources at Offshore: 110
- Total Applications: 50
- Total Transactions: 1282
- Models of execution

– Fixed Bid

– Rightsource Model:

Offshore - Onsite model

Start Date
June 2000
End Date
July 2002



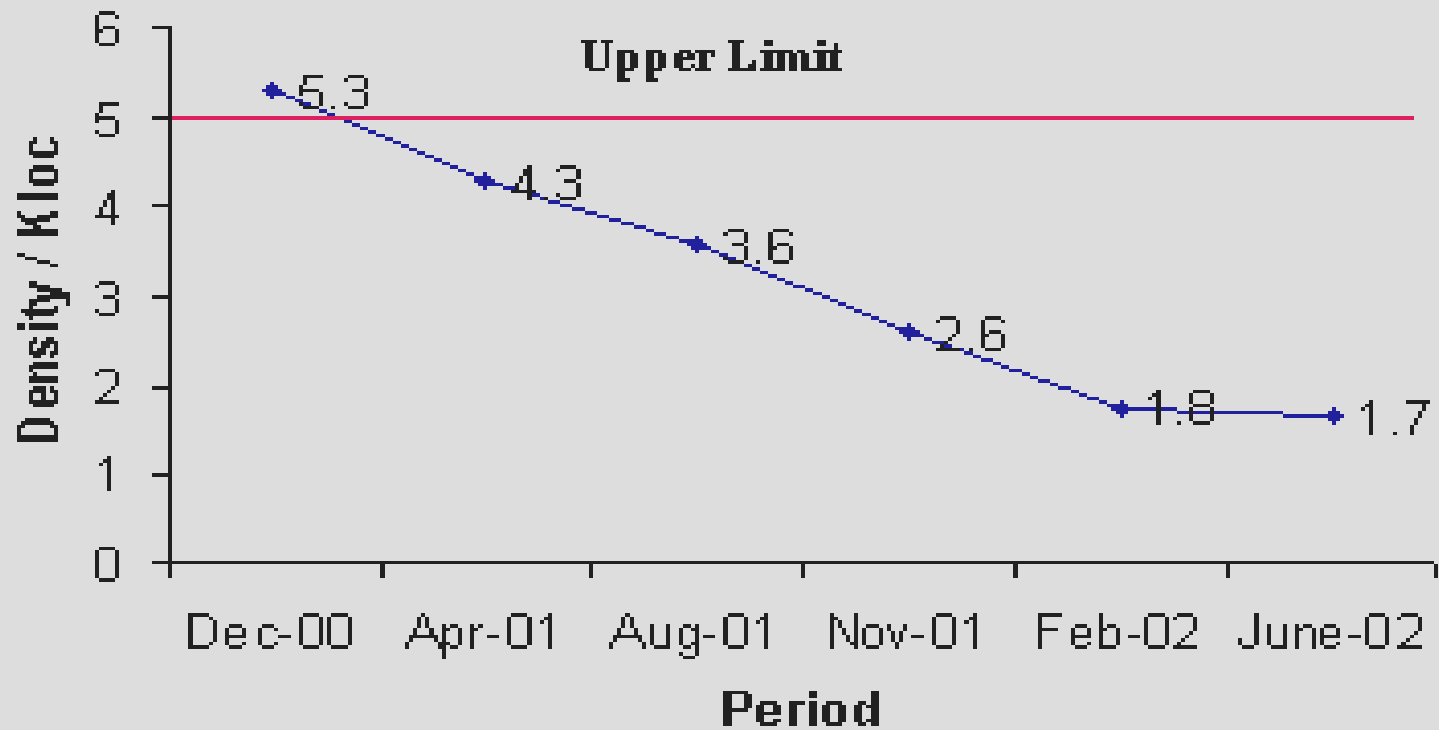
- Defect Prevention
- Review Checklists
- Knowledge Database
- Qualify & Customer templates



infosun

Project Metrics

Defect Density:



CASE STUDY- C

MID-SIZE INSURER



:infosun:

THE RELATIONSHIP WITH CLIENT HAS STRENGTHENED OVER TIME

- Maintenance

- VICS
 - Personal Auto Policy Processing system
 - - Policy automation for additional states
- PICS
Reports on policies held by customers
- CLAIMS
Automated claims processing for dwelling fire application
- MSTAT
Statutory reports for additional states

- Overall comments

“ Infosun is our India Team”

• “We all appreciate all the hard work (you) have done for us”

- Production support

Support for production of nightly batch runs for :

- PICS & VICS
- CLAIMS

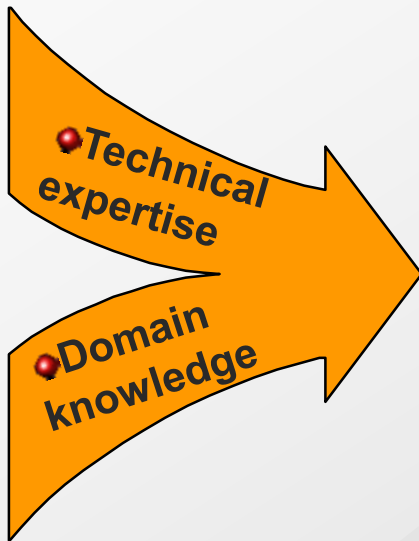


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THE RELATIONSHIP HAS BEEN VALUABLE TO CLIENT

“Your research saves us time in the morning when we have to figure out what went wrong”

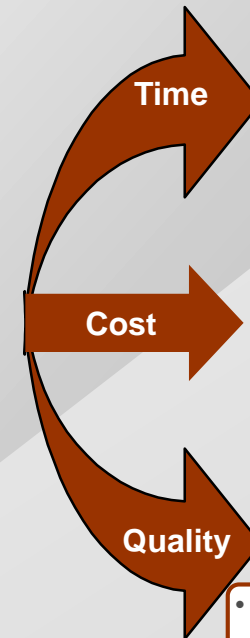
Delivery enablers used



Appropriate business knowledge

Claims Processing,
Policy Writing,
Auto & Property Insurance Systems

- Models of execution
 - Time and Material
 - Risk and Reward
- Software processes/methodologies
 - Custom Application development
 - Maintenance
 - Bug fixing
 - Modifications
 - Enhancements
 - Preventive
- Implementation
- Support
- Knowledge management processes
 - Client business/system familiarization: 2 weeks
 - Gearing up to delivery : 6 months
 - Extensive documentation and building up knowledge repositories of work Requests/ applications/ problems encountered/ learning's.



About 30%
cost saving
by using
offshore

- 0.2 -0.3 defects/KLOC
- Personal Lines project assessed for ISO 9000

DWELLING FIRE POLICY MANAGEMENT SYSTEM

DETAILED CASE EXAMPLE - A

Client objective

- To automate management of Dwelling Fire Policies in order to cut process time and reduce human errors
- To integrate the system with Personal Lines Policy Systems

Complexity of problem

- Defects in integration of Dwelling Fire Policy Management System with Personal Lines Policy Systems can result in failure of these mission critical systems

Complexity of solution

- Technical expertise on legacy systems and applications required to develop new systems from scratch
Meticulous planning and estimation is critical to zero defect delivery

Process/ Methodology

- Satyam's generic full life Cycle Development Methodology was used
- Development model used was the Prototype model
- 180 online and 150 batch programs were developed

Result

- Dwelling Fire Policy Management process time was cut drastically
- Underwriting errors decreased due to enablement of information sharing between dwelling fire and personal policy systems



DETAILED CASE EXAMPLE - B

Task

Test Nightly runs

Solution

Advantage of time gap between
India & USA
Test runs by Infosun
Requeue the output to Onsite

Result

Outputs on users desk
ready by morning

Challenges

4-5 hours of Onsite time to run
All the conversion systems have
to down till this complete



CASE STUDY- D



DETAILED CASE EXAMPLE

Application

- Web Enabling Commercial Lines Application.
- Original application is a Mainframe Based System with CICS, COBOL, Assembly, VSAM and JCLs

Approach

- Evaluated a set of tools and proposed a cost effective and efficient tool to the Customer.
- Right sourcing Model (Onsite/Offshore)
- Requirements gathering by Onsite.
- Analysis and Design was a joint effort between Onsite and offshore.
- Detailed specifications from offshore
- Coding and Testing at offshore
- "Mozart" tool was used to capture the physical screen and generate a basic HTML.
- Navigation rules and Drop-down menus were added to make navigation and data-entry easier.
- Integration testing from Onsite.
- Implementation at Client site by Onsite team.
- Dedicated link and People with Application Knowledge.
- Enhanced back-end functionality to get the printed DEC online.

Result

- Training Time reduced drastically for the Commercial Lines New End user.
- WF is onto Web in a shorter time span.
- Efficiency increased
- Customer Delight

DETAILED CASE EXAMPLE

Application

→ Web based front-end to enter policies, request quotes or enter endorsements.

→ **Original application is a Mainframe Based System with CICS, COBOL, Assembly, VSAM.**

Approach

→ Evaluated a set of tools and proposed a cost effective and efficient tool to the Customer.

→ Right sourcing Model (Onsite/Offshore)

→ Requirements gathering by Onsite.

→ Transfer data to mainframe through file transfer protocol and to process the entered data leveraging existing legacy 5.3 mainframe facilities

→ Navigation rules and Drop-down menus were added to make navigation and data-entry easier.

→ This project was very good example of collective work by Client personnel and Consultants.

Result

→ Faster turnaround around in processing a policy application.

→ Communication between agency offices and home office drastically improved

→ Data-entry errors reduced drastically.

