

Addressing Software Support Challenges



Benefits

of a Technical Assessment of IT Systems and Applications by Perot Systems

- Independent, objective evaluations from an external source
- The experience of a long-standing IT services firm and seasoned IT professionals
- Expert knowledge of IT systems architecture and expertise in multiple platforms and applications
- A customer-collaborative, team-oriented approach to solutions

RESULTS

WHEN A LARGE LIFE INSURANCE AND FINANCIAL SERVICES COMPANY WANTED TO EXPAND AN EXISTING NEW-BUSINESS AND POLICY ADMINISTRATION SYSTEM, PEROT SYSTEMS DELIVERED—PROVIDING A TECHNICAL ASSESSMENT, IDENTIFYING SUPPORT ISSUES AND COSTS, AND DOCUMENTING RECOMMENDATIONS FOR A LONG-TERM PRODUCT-MANAGEMENT SOLUTION.

CHALLENGE

Perot Systems' customer had implemented a specially developed new-business and policy administration system that enabled it to define and cost-effectively administer custom life insurance products for corporate customers. The company considered expanding the system and its architecture to deliver product information in its other core systems supporting traditional, variable, and universal life insurance policies, but was concerned about supportability, as only a few individuals understood the workings of the systems, and support costs continued to climb as business grew.

SOLUTION

The insurer turned to Perot Systems for an independent evaluation of the architecture and implementation of an expanded system before significantly investing in it.

Over a three-week period, Perot Systems consultants performed a technical assessment of the corporate life insurance new-business and policy administration software, following a three-step process from information-gathering to analysis to recommendation.

Because system documentation was scarce, consultants interviewed the software development team and analyzed the source code and database design to gain an understanding of the existing state of the system. In addition, they reviewed the multiple new-business and policy administration systems used to manage other product lines. From these information-gathering and analytical activities, they then prepared a report that comprehensively documented findings and included specific recommendations to address the issues of expansion, integration, supportability, cost, and long-term product management.



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 Perot Systems team recommended both:

1. Tactical changes to the existing software to improve supportability
2. A long-term approach to product management that would either
 - Consolidate all product lines on one software platform, or
 - Implement a new policy administration system with a rules engine approach to structuring and configuring product definitions

RESULTS

The company implemented the majority of the tactical recommendations in Perot Systems' report, which improved its ability to support the corporate life insurance new-business and policy administration software. And it drew heavily from the report's description of a high-level design that could be implemented to represent the life insurance product rules as it designed a multiple-line new business system project.

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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perotsystems®

2300 West Plano Parkway
Plano, TX 75075
main: +1 888 31 PEROT
+1 972 577 6000

www.perotsystems.com

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