

Productivity

Global insurance company – life insurance and superannuation products

Stakeholders: CIO, Chief Architect, and VP Software Development

Goals

- ◆ Simplifying the artefacts that constitute the workflows within the organisation, including the electronic forms used by customers and business partners.
- ◆ Legacy software replacement. Analysing the product design process, with the objective of radically simplifying the specification of insurance premium calculations, as well as improving quality and reducing product maintenance costs.

Results

S23M Managing Partner Jorn Bettin analysed the electronic document workflows within the organisation by conducting workshops with relevant domain experts, and led a proof-of-concept implementation to represent these workflows and related document formats in a unified technology. Jorn analysed the pricing models used by the customer, coached the customer on best practices for the design of pricing engines, and provided the customer with concrete recommendations regarding the use of and limits of rule engine technologies.

- ◆ Key stakeholders are now familiar with advanced value chain analysis techniques.
- ◆ The reengineered solution reduced the size of specifications for premium calculations by a factor of up to 20 (by raising the level of abstraction, and by better modularisation).
- ◆ Increased performance of the premium calculation engine by a factor of 20.



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Collaboration for life

Productivity

Industry experience

Insurance, utilities, healthcare, government, manufacturing, distribution, banking, industrial automation.

Domain expertise

Customer relationship management, billing engine design, pricing engine design, product management, transaction systems, enterprise resource planning, logistics, warehousing.

Solution design

Requirements analysis, solution architecture, performance indicator specification, data service design.

Implementation

System implementation, software configuration & customisation, software development, system integration.

Operational support

Process analysis, automation of system operations (DevOps), solution life cycle management.



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