



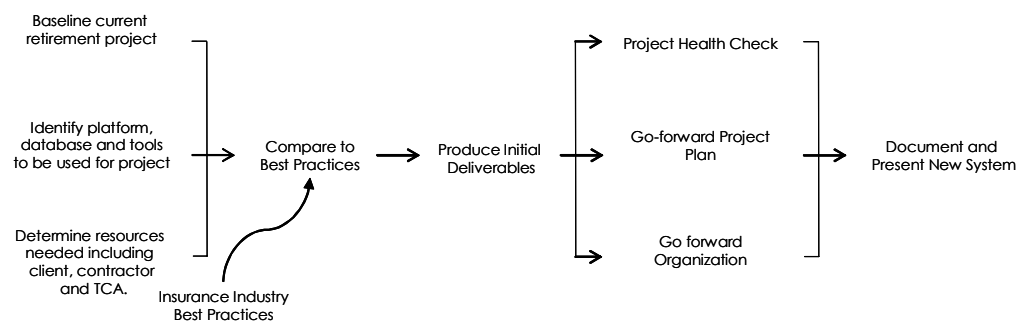
operational data store and data mart implementation

A \$4B+ insurance company was working toward reducing costs, improving financial reporting and eliminating duplicative and expensive technology. In this process, several attempts failed to retire a 1970's legacy system that processed underwriting information. The system processed information regarding loss, premiums and expenses. Approximately 27 million records were processed each month with an annual support and use cost exceeding \$2,000,000. In addition, because of the age of the system, it was difficult to modify and use. The system consisted of hard coded software that accumulated over the years with minimal documentation.

Technology Consulting Associates, LLC (TCA) was hired to assess performance on the current project, and then to take over the implementation of replacement. The objective of the project was to replace the legacy system with a more responsive, easier to modify system utilizing current, less expensive technology.

vision

The following diagram indicates the approach that TCA took to deliver the project:



Objectives

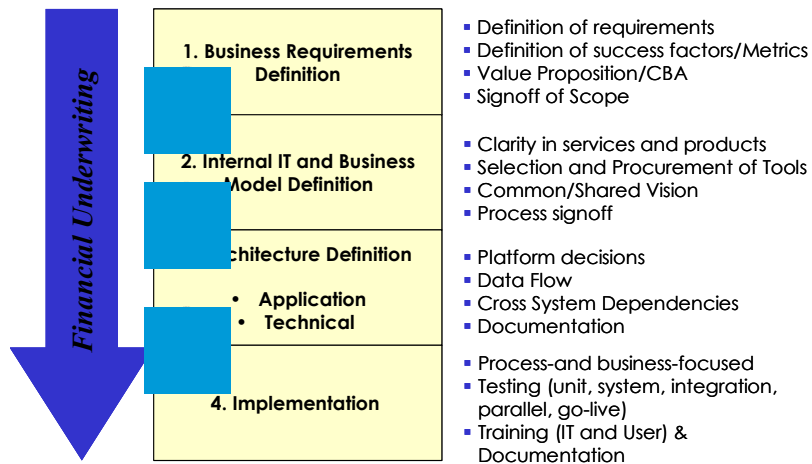
- ✓ Create a new system leveraging current client/server and web technologies to process the Underwriting information
- ✓ Provide standard and user-defined reporting for corporate and field personnel
- ✓ Utilize current technologies and tools to quicken delivery and get the system in by year-end

Deliverables

- ✓ Project work plan and organization
- ✓ Operational Data Store to process state provided entries and manual entries from non-automated systems
- ✓ Provide a data mart with user-oriented reporting tools for in-house and field use.

Initially, TCA performed a "health check" on the current project using the client's methodology, insurance industries "best practices" for underwriting, and "best practices" for reporting tools. Recommendations were made on schedule, project plan, personnel and tools.

The implementation activities utilized a combination of the Rational Rose methodology and the Oracle AIM methodology as demonstrated by the following:



results

The following was delivered by year-end:

- Complete underwriting ODS with documentation utilizing:
 - Oracle as the database
 - Oracle forms for on-line maintenance
 - Informatica as the ETL tool
 - Cognos as the reporting tool
- Complete process documentation
- Complete system documentation
- Training material
 - User Training and Manuals
 - IT Training
- Re-skilled IT department
- Reporting structures, in star schemas for ease and quick reporting

value

Both the business and IT department reaped the benefits of the project. The following results were achieved:

- IT support staff was reduced by over 30%
- IT costs were reduced by over 70%
- Data Mart utilizing Cognos reporting was implemented providing corporate and field personnel with timely reports
- Financial close time was reduced and accuracy was improved
- System documentation was created and provided on-line with complete maintenance capability
- Training environment and training material was provided both for the business and technology community enabling knowledge transfer and cross training