

Case Study:

Insurance Provider Automates Decades-Old Policy Administration Application

Industry:

Insurance
(Property & Casualty)

Company Size:

2,000+ employees

Project Type:

Data Analysis
System Analysis
Quality Assurance
Application Development

Tools Used:

Azure Dev Ops
SQL
Phasing out
Mainframe/Cobol

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Project Overview

An A.M. Best, A+ Rated insurance industry client was utilizing a 30+ year old policy administration application, residing on an unsupported OS/2 platform with corresponding DB2 tables. The client had 15 different lines of business with both internal and external data interfaces, which needed a new system to implement new business and continue administering existing business.

Project Goals

1. Automate policy quotes/issuance/renewal processes for 15 different lines of business.
2. Transition old systems to reliable, secure application: Mainframe to SQL; Cobol to Java Spring
3. Implement an automated system with little to no disruption to a client's other application systems.

"The resources from Superior Consulting Services were a great addition to the project team. They quickly fit into the team, provided value and were a huge contributor to the success of the projects."

-Director of Business Technology

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BUSINESS SOLUTIONS.**



Strategy & Solution

Superior Consulting Services' (SCS) insurance industry client selected a third-party vendor who could provide a configurable application to implement new business and continue to administer existing business. The project was split into three distinct phases by lines of business. SCS provided two full-time consultant resources, each with unique skill sets, to aid with the work: a **systems analyst** to provide analytical and quality assurance testing and an **application developer** to configure forms within the newly automated system.

What work did SCS perform?

- **Systems Analysis & QA Testing:** Requirement gathering, test case writing, executing identified defects, and completed retesting as needed. Performed extensive regression and unit testing of all work.
- **Integrations Development:** Helped configure both business and customer-facing documents to produce, print, and automatically mail within the new policy management system. Re-wrote legacy code/systems to the new target framework; gathered application requirements from the existing legacy (COBOL/Mainframe) source code, clarified and proposed enhancements. Implemented new technologies to improve business user performance and multithreading.
- **Business & Rating Analysis:** Worked alongside subject matter experts to determine the implementation requirements for the various policy coverages (user interface and rating rules), and documented and handed off the requirements to developers and QA Testers. Completed analysis on how to provide the new rated coverage details for downstream consumption (both internally and externally) needed for reporting and web integrations.

The Results

SCS made major contributions to the implementation of a fully automated system, on time, on budget, with minimal hyper-care post implementation. Our work to establish extensive QA testing and review produced a reliable and regression-protected system. Involvement of the business with late-stage development, and early support, aided in an easy hand-off. Manual systems were automated which improved business performance post-implementation. The new application, for the implemented lines of business, provided new business policy quotes and issuance, and annual policy renewal issuance. There was marked improvement in overall productivity within the business areas to quote, issue and maintain the policies. Overhead needed to manage policies/policy holders was reduced and mandatory overtime was no longer required to process all customers.

**Configurable,
Modern
System**

**Multi-System
Integration**

**Reduced
overhead &
payroll
expenses**



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