

CLIENT INSURANCE SERVICE CENTER

to improve operational efficiency



Service: Help Desk, Service Support, IT & Business Transformation

OVERVIEW

The client wanted to set up an Insurance service center. ACL Digital and the Client undertook a business transformation process with a view to improve operational performance and reduce costs.

CHALLENGES



Faced with a high volume of cross-disciplinary projects, the client sought to combine skills to achieve productivity gains and absorb peak loads



The multiplicity of skills required made the reactivity necessary to carry out the projects complex

SOLUTION

ACL Digital has put in place a tailor-made solution and proposed to make additional commitments to work in a partnership approach.

Setting up a service center for :

- 1 Operational monitoring:** Verification of the correct reception and transmission of flows, analysis, consolidation, and communication of operating indicators to the business lines
- 2 Management of reference data:** Implementing the automation of the codification of product and individual insurance product and support references
- 3 Partner flows:** Assistance to the activities and partners in processing change requests in flows and related defects
- 4 Project management:** Design of changes to existing or new insurance products, the definition of the testing strategy, functional acceptance, assistance to the business

STANDARDS & TOOLS

PROJECT MANAGEMENT TOOLS

- › CMMI level 3
- › V Cycle
- › Agile

OUTCOME

- › Implementation of invoicing in Work Units, defined by a Quality Assurance Plan, a Service Agreement and a Service Catalogue
- › Productivity gains and a cost reduction approach

HIGHLIGHTS

- › 19 consultants
- › 5+ years engagement