

# STOPPING INEFFICIENCY FROM BREAKING THE BANK

Tales of process streamlining  
and targeted automation for mega-savings.

The international wing of  
a leading financial services  
company with businesses  
in more than 18 countries.



## CHALLENGES

The client had 4 legacy policy administration systems servicing 25 products across unit-linked and universal life portfolios with 375K policies. These systems were on custom-developed and customized third-party COTS products.

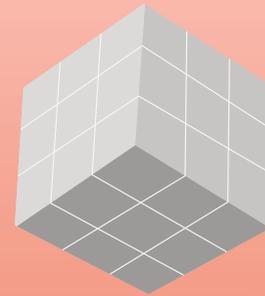


Inadequate process documentation for the legacy systems

Nonstandard processes and limited staff pool with critical knowledge

Need for client-specific function knowledge including that of the actuarial domain

Smooth transfer of 20 FTEs and consolidation of the calculation engine



## SOLUTIONS

Infosys BPM implemented a comprehensive solution which:



- ▶ Automated simple and medium-complex processes with IBPM's proprietary point solution
- ▶ Implemented IBPM's proprietary operations framework of Process Progression Model® (PPM®) which lead to stable service delivery that exceeded the SLA
- ▶ Applied Six Sigma and Lean Methodology to standardize processes and to remove NVAs and bottle necks
- ▶ Documented legacy systems and processes right at the start
- ▶ Initiated joint workshops with the client to make the staff understand and accept change
- ▶ Identified and rebadged critical staff with knowledge of legacy systems and processes
- ▶ Instituted cross training of staff even before transition to reduce impact on business
- ▶ Developed integrated single view for customer, enabling improved customer service

## BENEFITS

IBPM's solution engineered a transformation with tangible results:



- ▶ Increased scalability due to reduced dependencies on multiple systems
- ▶ NVAs and bottle necks removed
- ▶ Stable service delivery that exceeded SLAs
- ▶ Improved customer service



**€160,000**  
Saved



**100%**  
Staff Transfer Success Rate



**100%**  
Variabilization of Cost

For more information, contact [infosysbpm@infosys.com](mailto:infosysbpm@infosys.com)

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