



Conseco Inc.

Customer Service System

Conseco, through its IT division, has successfully leveraged the services of its wholly owned subsidiary - Conseco India - to manage costs and ensure high quality deliverables.

Challenge

CS01 was failing frequently because of the lack of an automation process. Whenever an abend occurred, there would be a significant delay in responding. The frequent failure of the CS01 system, resulted in CSRs having to keep customers on hold for a long time due to non-availability of the required data to answer the calls.

The manual process to solve the system failures that were causing this negative impact on the ability of CSR's to answer customer calls started with the CSR opening a Helpdesk ticket and informing the IT staff. In turn IT team had to debug the situation and talk to concerned Interface/Admin partners and coordinate resolving the issues with them.

This sequence of tasks was time consuming. To avoid this situation, the CS01 IT team needed to know the availability of systems every hour so that they could ensure that the system could be used by CSR's to support their processes even though files are not available.

Solution

The Conseco India focused on the daily issues of the CSR's. Conseco India started researching the issue and by using knowledge base developed over past projects they proposed a solution to the problem - QARun.

The QARun tool is generally used for rerunning the test cases without manual intervention and to do this it captures the system screen message areas. By leveraging this concept, the Conseco India team proposed and developed QA run scripts that check the status of different systems every hour and send emails to all the stakeholders from time to time.

Ezabend technique has been incorporated in the programs so that the programs will not abend the system even if a file is not available.

Benefits

Today CSR's rarely see system and general abends even when the files are not available. Instead they get a message that a particular file is unavailable giving the file details and reason for the abend.

- The solution has helped the IT team to resolve the issues without complaints from the user community.
- CSR's can still continue their work while the CSR's are redoing the process and as such, the customers need not wait for long times.
- The IT team gets notified every hour about the system availability and if the files are closed in between, they can re-open the files before they are notified by the users/ CSRs
- The CSRs are saving significant time for not re-doing the task; hence the whole organization benefits tremendously

By using Conseco India, Conseco enjoyed significant cost savings in its Customer service IT area and received very high customer satisfaction ratings on its technology systems maintenance and production support services. Conseco India's offshore resources, coupled with Conseco's on-site resources, allowed a ramp up to 2-person team and 1 Insurance Systems Analyst.

I don't believe any users reported the problem, but QARun notified us, and we were able to resolve the problem very quickly. I just like to take this opportunity to thank everyone who has contributed to these two projects. (QARun and Graceful Abend) The QARun process seems pretty solid, but we have a long way to go on getting all of the CS01 programs converted so they no longer Abend in production. But we are getting there!

- Andy McFarland, Conseco - IT Manager
CS01/Q-Search/Q-Policy/PADR/PIES

Conseco India Profile

- A wholly owned subsidiary of Conseco
- SEI-CMM Level 5 & ISO-9001: 2000 Company
- State-of-the-art IT, communication, Training & infrastructure facilities
- Qualified resources with Phd's, Masters in Engineering, Masters in Computer Applications, MBA's, Bachelors in Engineering, etc.
- Resource pool with insurance domain expertise
- PMI, CSQA and SOA certified resources
- Expertise and experience in legacy, core and new platforms, technologies and tools
- Proven track record
- Excellent internal customer retention history

Service Offering

- Software design, development and maintenance
- Software re-engineering
- Production Support
- Database Administration
- Software Migration and Conversion
- Analysis and Support for Insurance Products