



Conseco India Profile

- A wholly owned subsidiary of Conseco
- SEI-CMM level 5 & ISO-9001:2000 company
- State of art IT, Communications, Training and 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

Services Offering

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

Challenge

Conseco has a number of subsidiary insurance companies in various lines of business. The policy data of these companies are administered in Mainframes under various policy administration systems and with several interface points. The number of administration systems is 5 for Health, 17 for Life and 4 for Annuities. Maintenance of these systems is cumbersome and needs a lot of rework, which makes more cost escalations and poor customer service. The Systems Simplification is proposed as a solution to overcome these issues.

Solution

Systems Simplification

Systems Simplification is an initiative that will drive a dramatic reduction in unnecessary complexity, thereby easing the associates and business partners of grappling with technology obstacles and giving them scope to focus on the needs of the customers.

Basically the reduction involves the elimination of some of the administration systems like retiring systems; it being a two-fold process as under:

- 1 Transferring the terminated policy and transaction data to a centralized database.
- 2 Transferring the active policy data to another suitable existing system (target system).

Goals of Systems Simplification

- To reduce the number of policy administration systems and their supporting systems by 50%
- To reduce the manual workarounds required on the remaining systems
- To determine strategic systems for policy administration and claims

Project

Policy Archival Data Repository (PADR), one of the projects, is undertaken to implement the system simplification process. The PADR project will create a central repository for policy-level data and transaction history from various systems viz – Vector, Life Pro, Life 70, etc.

The PADR supports the following business requirements:

- Ability to query policy history for a specific policy
- Ability to query policy history for a group of policies with like attributes.
- Ability to provide information needed to reinstate a policy to a new target system.
- Ability to purge terminated policy data in compliance with Corporate records retention policies.
- Ability to respond to CS01 request/reply messages.
- Ability to update the Policy Status Changes for active policies in PADR.

Data will be migrated to the PADR as systems are converted. Converted data will remain static, except for policy status changes (reinstatements and terminations) that occur after conversion. Data will be purged when policies have been terminated for seven years in accordance with Conseco data retention policies.

Benefits

- Maintains only a few Administrative systems
- Reduces operation costs
- Reduces IT costs
- Improves internal customer service
- Provides accurate information in a consistent and timely manner
- Helps in management's decision making process