



Existing Methodology Needed A Makeover Project Delivery Was Slow, Inconsistent, and Costly

CLIENT

A mutual insurance company (customer and employee owned) with 68,000 employees and more than 18,000 agents servicing 81 million policies and accounts throughout the US and Canada.

CHALLENGE

An enormous customer base and associated transactions like claims and premium processing was creating enormous data management challenges for this large, multi-line insurer. The client had adopted a generic IT development methodology that was too cumbersome and process-intensive for BI/Data Warehouse projects. Project delivery times were long, deliverables were inconsistent, cost overruns were common, and few resources had a solid knowledge of this large, detailed methodology.

SOLUTION

Netra worked closely with the client's IT and business teams, providing Business Intelligence (BI) Strategy and Advisory services at the program level and BI/Data Warehouse project management and implementation services at the project level. Netra also led the effort to create a customized methodology for BI DW with predefined templates and deliverables for the various phases and work tasks. Leveraging extensive experience with BI/DW, Netra facilitated sessions to identify the pain points that would drive the strategy and implementation roadmap for the BI/DW group. Working with the existing methodology and identifying areas for improvement specific to BI/DW, we customized the methodology for the client based on current industry best practices.

"We were hampered by a traditional methodology that was too slow and cumbersome for most BI projects. The new processes are much better tuned for these efforts and the built-in accelerators are certainly helping with speed to delivery."

PMO Director

Consulting assistance spanned the following areas:

Program level consulting:

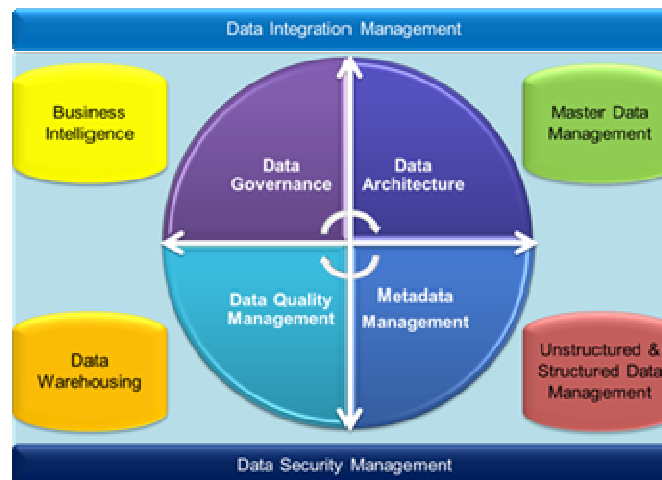
- Overall Strategic Advisory Services
- Reference Data Architecture
- Data Quality Management
- Metadata Management
- Data Integration Architecture
- Technology Roadmap
- Customized EIM Delivery Methodology (Process, Templates, Guidance Documentation, Training)

Project level consulting:

- Data Architecture
- Technical Project Management
- BI Architecture and Development (Cognos & BOBJ)
- Data Integration
- Tools Implementation

RESULTS

The client gained higher-quality BI delivery capability through utilization of the reference data architecture, metadata management, and data quality improvements. A prioritized implementation plan provided value to the business on an iterative basis. The streamlined, scalable and integrated DW/BI methodology helped reduce project timelines through reusable templates and frameworks, improved DW/BI project efficiencies by defining clear roles for resources, and improved project/program financials by reducing the project costs.



Netra EIM Framework

VALUE PROPOSITION

- Over 20 years of DW/BI strategy, architecture, and delivery consulting expertise
- Insurance industry expertise
- Effective Program and Project Management capabilities
- Data Warehousing and BI frameworks, templates and best practices