

success story



NouvEON Strengthens Reinsurance Software Implementation

■ ■ ■ ■ INTRODUCTION

TransAmerica Reinsurance (TARe) is a division of TransAmerica Occidental Life Insurance Company, a member of the AEGON group. Headquartered in Charlotte, North Carolina, TARe supplies reinsurance solutions to over 500 life insurance and financial service companies in North America, Latin America and Asia Pacific.

In 2003, TransAmerica began a project to review and upgrade their aging insurance underwriting application and processes. Underwriters lost productivity while navigating multiple systems for information related to maintaining valuable client relationships. Realizing the need for streamlining these processes, TARe contracted an outside vendor to customize a Reinsurance version of the LifeSuite web-based .NET application used by other TransAmerica divisions.

■ ■ ■ ■ CHALLENGE

TransAmerica IT Management was faced with the challenge of managing multiple initiatives and several simultaneous, critical implementations, therefore, the LifeSuite project was a lower priority. Delays in completed responsibilities for the project created frustration for the business unit, and eventually delayed response to the vendor. In addition, of the tasks related to the LifeSuite implementation, 80% were the responsibility of the outside vendor. The remaining 20%, tasked to internal resources at TransAmerica, encountered misplaced resource allocations due to an absence of a full project lifecycle team.

Responsibilities for the project became sidetracked, creating delays for the vendor, frustration for the business unit, and eventually pushing production deployment off schedule.

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■ ■ ■ ■ THE SOLUTION

NouvEON's project manager was engaged to lead the LifeSuite Software Implementation Project. Utilizing NouvEON's unique Resource Optimization Model, TransAmerica's resource needs were analyzed to provide the optimal solution for the project. After identifying the resource constraints, NouvEON's Project Management Methodology was applied to develop a detailed project plan to maintain acceptance throughout TransAmerica and to maximize value across the project portfolio.

NouvEON reviewed and refined TransAmerica's business requirements towards the project objectives. After finalizing the scope, a communications plan was implemented to ease Development's responsibility for project coordination and to raise awareness of the situation across the organization. Following the project launch, project tasks and progress against the work plan were carefully monitored, allowing for identification and successful resolution of project issues.

Project deliverables included:

- Project & Resource Plan
- Business Requirements
- Weekly Reports
- Technical Documentation
- Implementation Plan

■ ■ ■ ■ THE RESULTS

Following NouvEON's Project Management Methodology, the project manager was able to identify and address the project constraints and bring the production deployment back on track for a delivery date approved by the business unit. Project delays were alleviated by coordinating weekly communications of project milestones and schedules with the vendor and business unit. In order to help recognize delays due to resource constraints, NouvEON coordinated and documented available resources in detailed status reports that were presented to the IT executives and business unit.

Additionally, NouvEON's project manager leveraged expertise in business process analysis to assist the vendor with system integration, identification and resolution of system bugs, and ultimately the system implementation. At the time of this writing, the software has entered User Acceptance Testing and is scheduled to deploy to the production environment in May of 2005.

■ ■ ■ ■ CLIENT PROFILE

TransAmerica Reinsurance (TARe) is part of TransAmerica Occidental Life Insurance Company, a member of the AEGON group. Headquarters were relocated to Charlotte, NC in 1999. TARe is one of the leading life reinsurers in the United States market, serving approximately 500 companies in the US, Latin America & Pacific Regions.

NouvEON Services provided:

- Project Management
- Business Analysis

NouvEON Technologies used:

- Oracle Applications 9i
- .NET
- PLSQL
- Java