

INSURANCE



CUSTOMER RESULTS

The CTI solution had immediate impact: by delivering a baseline of “known reports” that thousand-plus users already understood it was immediately trusted, rapidly adopted and supported the uptake of new capabilities to perform client service and investment analytics.

Case Study: Pension and Annuity Investment Analysis

Client: A Fortune 500 Life Insurance Firm

SUMMARY

This national life insurance provider needed to replace a legacy mainframe system that provided client managers (i.e. sales people) with reporting on their client service, life and annuity product sales, and investment performance. The new system delivered by Corporate Technologies (CTI) provided two critical benefits – a self-service reporting and analytics capability for the sales and service organization, and elimination of the costly mainframe technology.

Industry	Insurance
Client	Fortune 500 Insurance firm specializing in life insurance, annuity and pension products
Problem	A decades old mainframe system was being used by thousands of business users to perform client analysis and investment analysis. The system had to be replaced with a modern, advanced BI platform. CTI was commissioned to overhaul the entire system.
Solution	CTI implemented the end-to-end solution, integrating the mainframe data sources using JCL, Syncsort and Informatica, to a new analysis database with a rich set of Business Objects Universes and Reports. Training of business users was meticulously orchestrated to ensure user adoption of the Business Objects solution. Application of the powerful Business Objects distribution service allowed for uninterrupted operational reporting for the many users who were accustomed to this method of receiving information
Benefits	<p>Our solution improved investment and client management in three main areas:</p> <ul style="list-style-type: none"> • Accumulation and Payouts • Sales Processing • Client Contact Center. <p>We provided immediate visibility into these key metrics; Volume and Client Experience, the latter, being a blend of Client requests, turnaround time and processing error rates. The result was improved Client retention and loyalty.</p>

Technologies	CTI Professional Services SAP Business Objects IBM JCL Syncsort Informatica
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CONTACT US

We are a systems integrator and solutions provider located in Burlington, Massachusetts serving customers in New England, Metro New York and Metro Atlanta.

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ABOUT CORPORATE TECHNOLOGIES

CTI provides high value services to clients. Through the effective application of technologies like Business Intelligence, Data Integration and Management, Enterprise and Cloud Computing, we help clients implement the right IT solutions to empower business innovation and dynamic scalability. From leveraging business intelligence to rethinking the efficiency of the data center, we are your strategic partner for everything from data management to information delivery.

Today's IT solutions have to be highly integrated to solve the complex business challenges that organizations face. Your business cannot afford to work with multiple consulting organizations specializing in "silos of experience." Corporate Technologies' engineering team understands how the implementation of any new technology must support both the business and infrastructure requirements.