



Surety – Insurance Industry

Technology Integration

Project Overview

In the risk services department of a major insurance client, surety serves as a major revenue generator with an estimated 90 million in the U.S. This major insurance client had an outdated technology platform that had over 1,200 users, with 85% of those users being external. This 12 year old platform for technology was critical to the success of the client, components were beyond their end of life, it was not providing the much needed functionality and it had no vendor support system. CGN and the client partnered together to define solution requirements, investigate the various platforms and technologies as well as provide a strategic roadmap for interoperability with the clients other platforms. CGN ultimately determined that an “off-the-shelf” technology platform would not meet the unique needs of the client and were able to give a recommendation on a customized solution.

Business Objectives

CGN Global needed to define the future state for client’s surety operations in order to identify improvements that could be made. CGN would need to create a roadmap to achieve the identified solution to the technology issues and identify processes that would be covered by new technology. Also, due to the perception that a sizeable investment of technology, development and support costs would be needed, cost versus value needed to be articulated clearly.

Business Challenges

- Lack of innovation and the relative small size of the surety industry as compared to other insurance products
- Inability of the business and the IT department at the client to effectively work together
- Significant upfront investment in technology was causing lack of commitment from business stakeholders
- Lack of interoperability with other major internal systems – claims, billing, business rules engine and business intelligence

CGN Global Approach

CGN approached the transformation project by setting up three distinct work streams: Business Process Reengineering, User Experience, and Technology Strategy. Within the three work streams there were a variety of different frameworks to capture all the necessary information.

Frameworks included: lean methodology, enterprise application architecture, UML, a CGN propriety business analysis methodology (to capture business rules, processes, and use-cases). In order to capture user experience and define the information architecture, CGN used mid fidelity wireframes and simulation, usability studies and user testing. A requirement traceability platform was enabled to make sure that each process was accounted for.

Business Results

- Future state fully customized solution, cost estimates, cost benefit analysis and a business case for technology transformation
- Optimal future state processes
- Comprehensive roadmap and program plan for delivering the future state solution and enabling new processes
- Detailed wireframes, business requirements, and technology use cases
- Enterprise Integration & Application Architecture
- Simulations and prototypes

Our Expertise

A comprehensive IT integration plan allows business and IT functions to speak the same language and work toward common goals. CGN provides successful IT integration that bridges the gap between business and technology— aligning the two to ensure the successful implementation of your business strategy.

CGN takes your technology solutions to the next level of performance by implementing new applications, managing projects, integrating systems and delivering business intelligence solutions. We understand that your network and infrastructure form the backbone of your organization’s operations, and in order to achieve global success, organizations of all sizes must have a reliable, responsive and secure network and infrastructure to support their business.

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