



Sample Case Studies

Legacy Replacement: SI and Project Management

Background

A regional “high street commercial” and personal lines carrier undertook a multi-year enterprise-side legacy replacement strategy to implement new underwriting, policy administration, claims and billing systems.

Engagement

CastleBay has been retained over the past five years to:

- ✓ Lead the planning, management and implementation of various phases of the overall program, in addition to planning the original replacement program
- ✓ Lead the setup and initiation of the client’s program office
- ✓ Provide close support in the management of three key vendors
- ✓ Define, set up, staff and implement the client’s formal QA methodology and department
- ✓ Provide technical and application architecture services to the program
- ✓ Project manage the commercial lines policy administration system replacement
- ✓ Support the commercial lines underwriting department as it rolled out new and updated products
- ✓ Project manage the vendor side implementation of the new claims system

Results

After some false starts the client has made impressive gains in it’s application portfolio:

- ✓ The commercial lines policy administration system went into production in 2007 and is now in rollout mode
- ✓ The new claims system went live on schedule and budget in 2006 and has gone through successful upgrades to the point where all claims for all lines of business are now supported by the new system and legacy retirement is now being planned.
- ✓ The personal lines policy administration system is scheduled to go live in Q 3 2008

Lighting the way since 1998