



# Sample Case Studies

## System Integrator and Program Management

### Background

The executive management of a leading US personal lines carrier initiated the creation of a new direct company to service new markets, pilot a new service paradigm and build a new technology infrastructure which maximizes customer choice as to when and how service will be provided.

### Engagement

CastleBay was retained to:

- ✓ Support the Release1 client Program Manager in all needed areas of Program Control and Project Management
- ✓ Work closely with the Business Integration group and provide project management and business requirements consulting to this multi-team organization; including:
  - ◆ Project Management support in the areas of building and tracking against formal Project Plans.
  - ◆ Structuring and execution of a plan to acquire key business functionality from the package marketplace.
  - ◆ Assistance in identifying and documenting business requirements.
- ✓ Provide advice and counsel to top Program Management in the areas of contract negotiation, ongoing vendor management and communications with sponsoring Executive group.

### Results

CastleBay directly and positively impacted this long-term, strategic and complex project:

- ✓ Release1 Program went live on schedule and is well structured and controlled.
- ✓ Business teams, most of whom were new to project work, had organized work plans, appropriate focus and realistic expectations of success.
- ✓ The Program is viewed corporately as a well organized and executed.

CASTLEBAY CONSULTING

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