



## ValueMomentum Case Study

# Development of Sales and Servicing Systems for Leading National Insurance Carrier

## Results

- Efficiently and effectively ramped up a team to meet the program's resource demands with a combination of at-site, off-site and offshore delivery, with high visibility into deliverables.
- Delivered quality software and leveraged Application Lifecycle Management tools in an agile development process using the Microsoft technology stack.

## Business Situation

Our Client is a leading National Direct Insurance Carrier.

This Carrier had embarked on a multi-year transformation of its IT systems reengineering the systems.

The transformation aimed to help the Carrier align its systems to meet its objectives of providing best in class sales and service experience for its customers.

While executing on the transformation initiative, the Carrier's IT executives were seeking to standardize and rationalize the IT systems to create a shared pool of skills and technologies for the enterprise.

## Challenge

These strategies were expected to enhance the Carrier's leadership in the direct insurance market, while lowering operating costs and driving agility.

To assist with this transformation, the Carrier sought an IT partner that:

- Had deep technology expertise with the Microsoft technology stack
- Had strong experience with Property & Casualty Insurance applications
- Could execute in a global delivery model

## Solution

ValueMomentum partnered with the Carrier to design an engagement that combined consulting staff with that of the carrier's. Engagement highlights included:

- Designed a scalable engagement model where ValueMomentum retained accountability for outcomes in collaboration with the Carrier's staff.
- Created a knowledge base to efficiently and effectively ramp up and rampdown consulting staff.
- Instituted a governance model to provide visibility into all deliverables.
- Designed a "follow-the-sun" 16x5 model for faster execution.

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## About ValueMomentum

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ValueMomentum provides Software & Services to Insurance, Healthcare & Financial Services firms.

Our Software is offered as part of our Foundry family of products that addresses Product Configuration, Rating, Underwriting and Agent Portal. Our Services offerings include Application Development & Systems Integration, Enterprise Content Management, Quality Assurance & Testing, Information Management & Business Intelligence and Customer Relationship Management.

Contact ValueMomentum today by writing us at [solutions@valuemomentum.com](mailto:solutions@valuemomentum.com) or visit [www.valuemomentum.com](http://www.valuemomentum.com).

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## Industry Recognition

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Recognized by Tech Decisions & Novarica as Winner of 2012 RAVE Award based on high scores achieved in Novarica's Average Customer Experience (ACE) Rankings and in an Insurance Networking News and Financial Insights (an IDC Company) survey as "Up & Coming" and "Adds Best Value".

Ranked 24th in Deloitte Technology Fast 50 India, 225th in



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