

# A leading general insurance company transforms its business with proactive program governance

**Raises response and resolution times to a consistent 98%, cuts major incidents down to seven from 46 in just four months as CSAT score jumps to 4.9 on a scale of 5**

## About the Client

A leading private general insurance company, the client offers solutions for motor insurance, health insurance, home insurance, travel insurance, lifestyle insurance, and several specialized financial lines. The company's distribution channels include agents, brokers, banks, and direct channels such as telemarketing, digital marketing, and worksite marketing.

## Goals

### IMPLEMENTING EFFICIENT PROGRAM GOVERNANCE FOR A PREDICTABLE, PROCESS-DRIVEN IT ENVIRONMENT

The client faced challenges with their incumbent vendor due to the lack of program governance and poor response. In the absence of reports, visibility into program performance was poor. Frequent modifications of on-site third party resources without prior notice strained the client's relationship with the vendor. The client sought a new vendor to provide an efficient program management and governance framework through standard operating procedures, process adherence, compliance, and audit checks.

## Microland

### DELIVERING A ROBUST, TRANSPARENT MULTI-TIER GOVERNANCE FRAMEWORK

The client selected Microland to deploy its transparent multi-tier governance framework. Our prior experience of having delivered tangible benefits to a range of insurance companies amply demonstrated our capabilities to execute this project. We adopt a standardized and process-driven approach to deliver measurable and benchmarked services that are optimized with significant automation initiatives.

## Technologies and services deployed:

- Deskside support (including VIPs and branch locations support)
- Windows & Citrix Servers (VM environment as well)
- Unix Server
- Sybase / Sybase IQ
- DB2
- Oracle
- MS SQL
- Middleware management
- Storage and backup management
- Network management
- SOC

## Transformation

### ENABLING EFFICIENT SERVICE MANAGEMENT AND PROACTIVE MONITORING

In a short time, and with extremely limited handover support from the existing vendor, we used our solid domain expertise and IPs to achieve the desired transformation. Microland's proprietary ITSM tools, such as smartCenter, were instrumental in helping the client realize the full benefits of operations-driven automation, by acting as an enabler to deliver IT-as-a-Service to end users. We implemented more than twenty projects in just four months, achieving excellent SLAs in each of them. With our in-house team, we implemented a scalable program of governance and management as depicted in Figure 1.

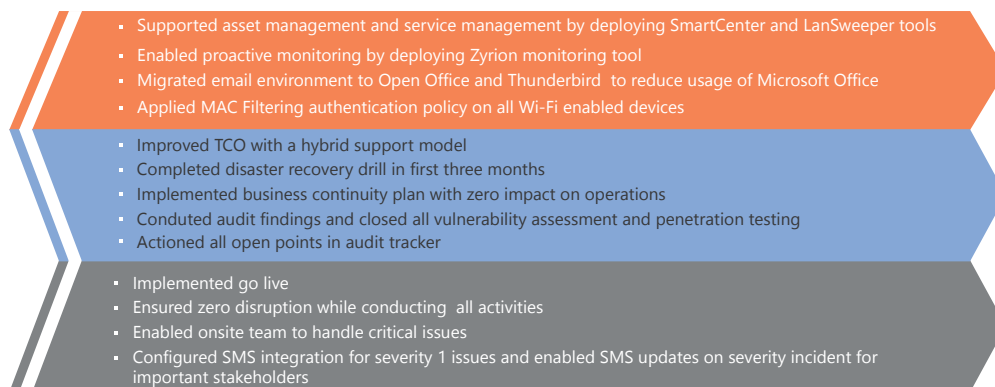


Figure 1: Microland's solution



## Outcomes

### ENHANCING CUSTOMER EXPERIENCE AND PREDICTABILITY

Our reliable governance capabilities provided the client increased visibility into program performance.

The other client benefits included:



#### Enhanced customer experience

- Achieved excellent transaction customer satisfaction score of 4.63 in January 2015 and 4.90 in February 2015 on a scale of five
- Enabled real-time updates for stakeholders – customers are informed of all severity 1 alerts by SMS
- Enhanced end user experience – launched a travel portal in just one month to enable mobile interface for end users



#### Improved predictability

- Increased service availability 99%
- Improved response and resolution SLAs to more than 98%
- Reduced critical cases from an average of 46 to seven in just four months.
- Conducted 25 to 30 operations projects without disrupting business continuity
- Enabled high security levels through MAC ID binding of more than 100 Wi-Fi users
- Created redundancy and stability for all critical servers, applications and most critical network devices with movement from physical to virtual machines
- Incorporated all missing critical processes – major incident, change management, and problem management – in the system

	Response SLA	Resolution SLA (%)
September	43	57
October	92	77
November	98	95
December	99	95
January	99.95	98.50

Closure percentage above 98% month-on-month from September 2015 to April 2016.

#### About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

