



ADEPT4

IT AS A SERVICE

Case study Direct Group



“ Adept4 Software deliver a flexible and pro-active approach whereby they work closely with the business to ensure they understand the business needs so that they can challenge and deliver on these. Without their support on this major project and their ongoing commitment to aiding Direct Group in achieving our strategy we would not have been able to deliver a successful integration.”

Scott Hough, Managing Director

The Company

Direct Group is a long-established, successful Insurance Solutions Provider offering an extensive range of insurance services encompassing claims, distribution and validation across a range of personal lines insurances.

The services provided by Direct Group are menu-driven from full programme management to end-to-end outsource solution to single component services. This allows business partners to focus on core competencies leaving Direct Group deal with all the servicing matters.

The Challenge

Following an acquisition Direct Group needed to deliver a rapid integration of the businesses to deliver both the cost synergies as well as service enhancement.

The integration needs to successfully establish over 8,000 individual schemes, map and migrate 12 years of data, replicate the service and MI provision and convert end user activity to systems driven and delivered processes all of which need to be delivered for a single transition date.

The 5 month integration timescale required a trustworthy IT systems partner who could pro-actively work with the business to deliver a successful integration and migration. To achieve this the partner would need to have a strong understanding of Direct Group's business, work closely with the Direct Group team and be capable of adapting their approach as new information arise.

The solution

Adept4 software worked with Direct Group to identify and specify the required systems enhancements to Direct Group's existing operational platform. These enhancements incorporated year of

Account capability, multiple insurers, external monthly collections and block book processing capability.

Once the specifications were produced Adept4 software delivered on the rapid development and deployment of these system enhancements which were time critical to the overall project. Throughout the development stage Adept4 software were able to adapt the specification to incorporate evolving requirements. Despite these challenges from the first specification through development and testing to deployment was a 6 week turnaround allowing the business to deliver on the project timeline.

Adept4 Software worked closely with Direct Group's data team in creating a new methodology to bulk set-out schemes which allowed a manual task which would have taken over 1,000 man days to be completed and was impossible within the protect timeline to be done within a fortnight through the creation of a new import routine to establish the base scheme parameters.

The final aspect of the task was the physical migration of all the historical data which needed to be executed over the Easter weekend in the period between the old operation closing at 5pm on the Thursday and the new operation taking over the work at 9am on the Tuesday. To meet this challenge Adept4 Software worked with Direct Group's data team to first map all the data sets and then over the Easter weekend undertook all the import presenting the business with a fully imported and reconciled data set.

The success of the above solutions allow the integration to be delivered in line with the original timescale and the activity to be seamlessly transitioned over a weekend to the new operation allowing Direct Group's operations team to service these clients from day one through their existing single operating platform.

