



sqs.com



CUSTOMER STORY – INSURANCE

Generali Versicherungen

66 billion data records transferred in 42 hours

Background

With a premium income of over 5.8 billion euros, Munich-based Generali Versicherungen is the biggest life and non-life insurer in the Generali Deutschland Group.

With its financial strength and high performance, Generali Versicherungen guarantees state-of-the-art insurance cover for private customers in all stages of life as well as for commercial clients.

Generali Versicherungen looks after more than six million customers through its network of almost 2,500 tied agencies and specialists, over 3,400 sales staff and exclusive agencies in Volksfürsorge Vertriebsgesellschaft, and a wide network of brokers and sales organisations, banks and a specialised sales network for women.

Challenge

As part of the merger between the two insurers Generali Versicherungen and Volksfürsorge, massive quantities of sensitive data that had amassed over many years and in various differently structured IT landscapes all had to be migrated to one new shared system. The responsible project managers at Generali made the decision to implement the entire migration in one go on 1 January 2010. As a result, a total of 66 billion master data, partner data, insurance data and interface data records from the Volksfürsorge systems had to be migrated to the Generali systems in only a few hours.

The specific data involved in the migration included data from all basis systems, sales systems, commercial systems in addition to data from the claims management, partner management and non-life insurance divisions. The individual insurance divisions were considered sub-projects of the main project and each had their own allocated specialised project team. In view of the scope and complexity of the project, it was vital – from a system, security and business perspective – that data losses and system errors be avoided at all costs.

Solution

Generali set up a “test and implementation management” team; a team of eleven people divided into three separate groups according to responsibility: implementation coordination, test coordination and error management.

The “implementation coordination” group was primarily responsible for creating the project schedule network diagram for the entire project. In total, this diagram contained 1,500 specific activities required for the project; for instance, a description of how to activate and implement programs, for example, and instructions for the specialist and technical release procedures. The “test coordination” group from the “test and implementation management” team was responsible for managing all of the sub-projects and testers; for instance, defining who was authorised to use the test environment at a specific time and when specific tests were to be performed.

The “error management” group consisted solely of testing experts from SQS Software Quality Systems, and was responsible for creating, commenting on and documenting error statistics. The error reports were then presented, after discussion with all sub-project managers, to the project office, project managers and, in most cases, also the senior management of the company in a weekly ‘jour fixe’.

In addition to pure error rate evaluation, the “test and implementation management” team also integrated a tool that permitted sub-project managers from both the IT departments and specialist departments to evaluate the test and error situation from a quality perspective. Once a month, project team members from both the IT and specialist departments, independently of one another, documented the test progress in writing. This status information was then brought together, reviewed and, if necessary, aligned.

Generali relied on a total of six quality gates set up by the “test and implementation management” team to provide a consistent, detailed overview of the current status and progress of the project. Centrally available online questionnaires, which were completed by the test coordinators and sub-project managers together with their teams, were used as part of the individual quality gates to gather this data.

Benefits for the Customer

- The newly merged system went live at the scheduled time and was fully functional right from the start.
- Generali employees were able to use their IT applications both before and after the migration without any disruptions, transitional phases or restrictions.
- The main project remained transparent and manageable at every stage.
- The project and its associated requirements enjoyed very high acceptance amongst all affected Generali employees.
- The employees trained in testing and test management are now able to conduct their own test activities independently.

“Thanks to the experience and methodical approach of the SQS specialists, we were able to steer the project in a target-oriented manner. It is a clear demonstration of the fact that, in addition to assuring the preservation of quality, employing an independent testing body, such as our test and implementation team, for such a large migration project also helped us to keep within our time schedule and budget”.

Sigrid Senn, Test and Implementation Management Team
Project Manager

Contact

If you are interested in SQS' service offering regarding testing and quality management for the Insurance industry, please do not hesitate to send us an e-mail: info@sqs.com