*i*3 Software's Technology Services Streamlines Maintenance and Lowers IT costs for a Maryland domiciled Mutual Insurance Company

*i*3 *Software successfully leverages its insurance expertise to design, develop and modify programs, routines, screens and reports for customization and creation of various management reports and screens*

- Unique Onsite-Offshore model

- Faster time-to-market

- Flexible ramp-up process

- Combination of Industry Experience and Proven Methodology

The Client:

Established in 1897, our client is a property-casualty insurer writing personal, commercial and farm insurance in Maryland, Pennsylvania and Virginia.

As insurance options broaden and products grow more complex, customers seek superior and personalized service more than ever. Client was running a legacy Insurance information system on a HP 3000 and recently installed a new enterprise wide third party insurance management system to process all of their product lines. They followed a phased migration approach for their product lines.

Focus:

With the introduction of new third party system for all product lines, client needed to implement several modifications (mods) to the existing screens as well as develop a large number of new reports to cater to the needs of various departments.

To accomplish these goals, the carrier needed new design and modifications to existing pre-defined screens, programs, reports, routines in the system and the expertise of an outside solution provider who can perform maintenance while cutting IT costs.

Solution:

*i*3 Software was entrusted with the job of supporting the system. As part of the support strategy, *i*3 first conducted a study of the existing applications to enumerate various modules. *i*3's unique onsite-offshore model was then employed for knowledge capture, knowledge transition and for an understanding of the existing business processes underlining the system.

To begin with, a small team was setup to work out of the client site to interact with the SME's to scope the

A testimonial from our client

"*i*3 has met or exceeded our expectations, their business model has generated quality results while keeping our project within budget, their talented personnel has current skill sets in order to perform quality work."

John Snyder, Jr. CBCP, MCP, CNA,
CEH, GSEC, CISSP, ISSMP
Vice President, Information Services

work and to understand the business processes. This was followed by an internal knowledge transfer to a larger $i3$ team which was located at a different geographical location. The comprehensive solution was finally implemented by leveraging $i3$'s expertise in gathering requirements, designing, developing, modifying programs, routines, screens as well as customizing and creating new management reports.

Benefits:

$i3$'s knowledge and understanding of the system has proven to be very helpful in understanding and meeting the user specifications. Deliveries were made and support was provided with strict adherence to schedule and quality. In addition, the onsite-offshore model resulted in bigger cost savings while implementing a flexible ramp-up process which infused confidence in our client and resulted in entering into a long term maintenance contract.

Technologies:

The following technologies were utilized during the implementation of the solution: AS/400, COBOL, IBM WebSphere, IBM DB2, Jacada, Java (SWING, JSP, EJB, Servlets), XML/XSLT and other related technologies.

Who We Are

$i3$ Software is a global IT Services and Consulting company providing customized applications and integration services to various industry segments.
· Headquarters in New Jersey, USA
· State-of-the-art ODC in Hyderabad, India
· Global Delivery Model
· Domain experience across the industry spectrum

Our Mission

"To provide our clients with World Class Information Technology services by delivering Total Quality, On-Time solutions that result in 100% Customer Satisfaction."

What We Do

At $i3$ Software we recognize that no two organizations are alike. We specialize in integrating heterogeneous platforms, proprietary systems, packaged solutions and third-party services, as well as building applications from the ground up.

$i3$ Software's "onsite-offshore" model delivers the best of both worlds:
·On-Site: Project leads and analysts work in your facility, ensuring close collaboration with your own in-house resources
·Off-Shore: Tech leads and highly experienced developers execute specifications overseas to the most exacting standards, saving you time and money

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i3 Software
At $i3$ we make IT happen