

Delivering cost savings upto 59% for a leading insurance services provider through data center services

Client

The client is one of the world's leading independent providers of quality solutions for long-term savings and investments and has operations in over 20 countries across four continents.

Business Objective

- ▶ Delivering a material and sustainable reduction in the direct and indirect variable cost per transaction across the entire UK Group
- ▶ Taking the opportunity to re-engineer administrative and support processes and further enhance economies of scale
- ▶ Revise the operational model so that changes in business volumes in any given period creates smaller changes to direct and indirect variable costs
- ▶ Accelerating our speed to market with product developments and enhancements
- ▶ Applications & Infrastructure – Total Outsourcing

Challenge

- ▶ Two Service Desks with two separate trouble ticketing tools
- ▶ Voice Networks Environment was outdated
- ▶ Large number of small Data Closets in poor shape
- ▶ Aged inventory – was not refreshed in years
- ▶ No OEM or AMC support for Infrastructure
- ▶ Isle of Man data center had regulatory issues – making DC consolidation impossible
- ▶ IT architecture in place was product centric rather than client centric thus robbing the client of the flexibility for introducing new products
- ▶ Rebadging issues – TUPE regulations in UK

Solutions

Onsite Execution Strategy

- ▶ Rebadged Employees
- ▶ Breakfix
- ▶ IMAC & Touch Services
- ▶ Projects

Offshore Execution Strategy

- ▶ Dedicated Delivery Center
- ▶ Dedicated Staff
- ▶ HCL / Customer Tools
- ▶ HCL / Customer Processes

Solutions

Reduce Costs & Improve SLM / Best Practices

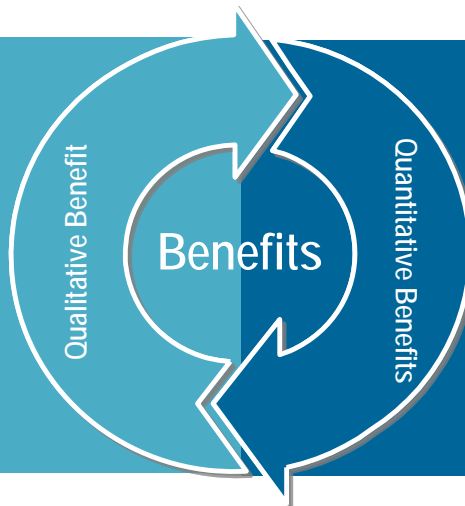
- ▶ Service Support
- ▶ Service Level Management
- ▶ Service Delivery
- ▶ Projects
- ▶ Service Desk

Align Business with IT

- ▶ Business User Interface
- ▶ Strategy & Control
- ▶ Asset Ownership
- ▶ Datacenter Hosting

Benefits

- ▶ HCL and Client did a joint benchmarking exercise –HCL was adjudged to be the best supplier in terms of cost for all tracks of infrastructure that we maintain
- ▶ Customer Pricing Reporting -Cost Centre Assignment by Tools and Automation for the process improvement
- ▶ Integration of Service Desk to support both Southampton and IOM users together
- ▶ Integration of MoM-HP open View for single console monitoring



- ▶ Regional Telephony Upgrade by virtue of which the client is saving 9000GBP PA for each of the nine regions, giving total cost savings of GBP 81,000
- ▶ 50% reduction in TPC, resulting in 59% cost savings with GBP 650,000 savings in first year itself
- ▶ Utility Pricing Model giving YOY cost savings



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