



HCL ENABLES SIGNIFICANT **COST SAVINGS AND TRANSFORMATION** INITIATIVES BY CONSOLIDATING SILOED APPLICATIONS ONTO A SINGLE PLATFORM

CASE STUDY

THE CLIENT

A leading European financial services company, headquartered in the Netherlands, which, in 2004, selected HCL as one of its selected vendors and by 2012, made HCL its single IT partner.

BUSINESS CHALLENGE

The customer was looking to transform its IT landscape and build a Single Customer View to enhance customer experience. HCL was required to provide application support, enhancements and application migration in the Netherlands and India.

The Life IT domain was the first business line to be managed offshore, making it an onsite/offshore model. HCL achieved the Single Strategic Vendor status based on 9+ years of proven track record of delivery excellence across Life, Pensions, P&C, Banking and Investment Management.

HCL'S SOLUTION

HCL, as the customer's strategic transformation partner, carried out the following:

- Designed a multi-vendor communication framework, known as 'Customer Master Framework' for customer master data management
- Collaborated with the customer to develop a defined set of interface processes with clear roles and responsibilities
- Deployed a team of 300+ HCLites, with domain experts comprising nearly 10%.
- Delivered seamless implementation of the customer's IT roadmap
- Designed a collaborative model for Application Development (AD), Application Service and Management (ASM) and COTS product selection and implementation
- Successfully horizontalized application management support from multiple silos into one platform to provide cost benefits
- Developed a Single Customer View of 9.16 million customers
- Developed a mobile application, compatible with multiple carriers and operating systems

Co-innovation lab in the Netherlands enabled client to:

- Build innovative solutions
- Drive new tech initiatives
- Enhance mobility

UNMATCHED VALUE DELIVERED

- Integration of multiple silos into one platform, providing about 28% overall cost savings
 - Savings provided in 2012: 20%
 - Savings provided in 2013: +5%
 - Savings provided in 2014: +3%
- HCL Ideapreneurs have generated ideas and provided value addition of about 5% of the customer's overall revenues.
- Enhanced mobility capabilities helped to generate good traction across Europe
- Awards and recognitions won by HCL and the customer for the engagement
 - First National Insurer to implement pension regulatory changes
 - Celent Award for Solvency II Model Insurer
 - Celent Mobility Award for mobile apps
 - Value Honors award by Insure Week for Pensions mobility app
 - Accenture Innovation Award for WONEN – Mortgage mobility app
- Over 30 Business Analysts deployed
- The Single Customer View of 9.16 million customers helped to build better customer relationships and experiences.

28% overall cost savings delivered through horizontalized application management support

THE HCL DIFFERENCE

- Leveraging our strong presence across functional areas of Life & Mortgages, Individual Pension & Annuity, Group Pension, Non-Life, Investment and Banking, HCL implemented the process thoroughly and successfully.
- Our team adapted to the customer's culture to bringing about a transformation in the customer's processes.
- HCL is setting up a co-innovation lab in the Netherlands to enable mobility and new technology initiatives and to build innovative solutions to meet the evolving market demands.
- With extensive presence across Europe, HCL leveraged its industrialized global delivery model across UK, Netherlands and South East Asia. Local skills were also leveraged to offer language support in some of the non-English speaking geographies.
- Today, 80% of the project delivery happens on Agile/Kanban model, successfully transforming from the waterfall model that was used two years ago.



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HCL