

## CASE STUDY



### **Sceneric upgrades Legal & General's online distribution to the latest Percussion release.**

The Legal & General Group, established in 1836, is one of the UK's leading financial services companies. Over 6.5 million people rely on them for life assurance, pensions, investments and general insurance plans. Legal & General's primary channel to market is their IFA Extranet and Percussion is key to ensuring the site content supports their business partners. Sceneric have ensured the future stability and growth of this platform through an upgrade to the latest version of Percussion.



THE ESSENTIAL LINK BETWEEN BUSINESS AND TECHNOLOGY

## THE CHALLENGE

In 2007 Legal & General selected Percussion as its strategic content management system and in 2008, Legal & General selected Sceneric as its web development partner of choice.

Legal & General needed to upgrade the content management solution which underpinned their IFA facing Extranet site. The Extranet is the primary sales channel for Legal & General. The challenge was to upgrade the existing Percussion deployment to the latest release and ensure a smooth, error free switchover.

## THE SOLUTION

As Percussion partners, Sceneric followed their CM Upgrade methodology and used their in-house certified Percussion development team to:

- Review, define and plan the migration of over 14,000 different content items from Percussion 5.7 to 6.5
- Run dress rehearsals of the migration in three environments to ensure the live system would upgrade first time
- Map, track and document the dress rehearsals through L&G systems
- Develop new Percussion templates to allow Legal & General staff to change all aspects of the site in real time
- Reduce the files on the L&G Extranet by approximately 6,500 by streamlining the templates used

## About Sceneric

Sceneric is an IT Services Company that specialises in designing and building innovative software for the Financial Services industry. Sceneric delivers a seamless, compelling and valuable straight through processing experience to product providers using a broker distribution model. The Company fulfils this strategy by providing fully integrated systems and products installed on site or delivered. To learn more about Sceneric, visit [www.sceneric.com](http://www.sceneric.com) or call +44(0)8445 678 720

- Upgrade the underlying database from DB2 to SQL to support the Legal & General strategic architecture of choice
- Implement and manage the project using a structured methodology, configuration management tools and a combined business and technical team.

## THE RESULT

The project has been completed on time and to budget, preparing the way for future work on the combined Extranet and consumer site simultaneously.



Richard Nunn, Head of Online Strategy for Legal & General said: "The upgrade of the Legal & General Extranet to Percussion 6.5 supports our strategic architecture and long term goals to enable the business to effortlessly manage its content. Sceneric's expert help, structured methodology and web experience was instrumental in ensuring we achieved this project on-time and within defined budget constraints."

David Wyllie, Director at Sceneric said: "Our experience and demonstrated abilities in CMS design, development and support and our partnership with Percussion has led to the delivery of this project on time and to budget. The result has been another Percussion project that implemented first time, to plan."

The site allows Legal & General staff to update their IFA distribution chain in real time whilst workflows ensure quality

levels of online content are high, and compliant with FSA regulations.

"The upgrade of the Legal & General Extranet to Percussion 6.5 supports our strategic architecture and long term goals to enable the business to effortlessly manage its content. Sceneric's expert help, structured methodology and web experience was instrumental in ensuring we achieved this project on-time and within defined budget constraints."

Richard Nunn  
*Head of Online Strategy*

## Information about Legal & General

The Legal & General Group, established in 1836, is one of the UK's leading financial services companies. Over 5.8 million people rely on it for life assurance, pensions, investments and general insurance plans. The Legal & General Group is responsible for investing over £280 billion worldwide (as at 31 Dec 2008) on behalf of investors, policyholders and institutions.