

CASE STUDY



Sceneric and Friends Provident launch an industry leading Event Notification Service.

Friends Provident, the FTSE 100 life and pensions company with the help of Sceneric have added to their range of eServices for Advisers with the launch of Event Manager, an automated alert service that integrates legacy systems, cutting edge Java technology and open XML standards in one solution. The system helps Advisers keep track of new protection cases submitted online via email, SMS or the Internet.



THE ESSENTIAL LINK BETWEEN BUSINESS AND TECHNOLOGY

THE CHALLENGE

In early 2007 Friends Provident decided to build and launch an industry leading service delivering to Advisers on an hourly, daily, or weekly basis, summary reports covering the activity of their policies. It was a complex task touching on many of the internal systems within Friends Provident.

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Steve Young
eBusiness Manager

The aim was to cut down the time and effort Advisers and paraplanners spent following up the progress of individual applications by delivering a bulk notification of all the events that have occurred on a policy over a particular period.

THE SOLUTION

The Event Manager system is a complex IT deployment that touches

on the online e-select protection new business system, existing mainframe PL1 transactions, mainframe workflow systems and pulls those differing feeds together on the IBM message broker platform in a complex data manipulation process.

When Sceneric were asked to assist they quickly pulled together one team from geographically disparate IT groups within Friends Provident.

David Wyllie Director of Sceneric explains "We placed the required project control mechanisms around what were separate activities, to create the unity essential to delivering such a complex system. Scrum development methodologies were implemented with rapid sprints delivering working code. The essential project metrics, actions, issues, risks and dependencies were identified, documented and managed on a daily basis."

Sceneric overhauled the project governance, introduced budgetary control and also pulled together a Friends Provident team to test the system. The test team was managed with daily meetings to review and feedback bugs and issues to the development team, using the Mercury toolset.

The functional and technical specifications were also reviewed modified and signed off by a senior Sceneric Technical Architect.

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THE RESULT

Thanks to Sceneric, Friends Provident were the first provider to offer this service. Advisers receive an email when their report is ready to collect through Friends Provident's award winning extranet. Data relevant to their clients is supplied as a .csv (comma separated value) file which is easily displayed as an Excel spreadsheet for manipulation and querying. Advisers can also update their own pipeline information by importing the data into a management information solution or back office system of their choice.

Having new business event data at their fingertips has enabled Advisers to keep track of their pipeline business and commission streams within their own back office records. The data can be used to reconcile commission and the status of business coming onto an Adviser's books. It also enables Advisers to keep their clients informed of when their application status changes, and to follow up on any outstanding information such as declarations or GP requests that are required to progress a case. Event Manager is a scalable solution that can be used by any size of business, and Advisers are in full control of the data they receive

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 or call +44(0)8445 678 720