



## BARCLAYS LIFE AND PENSION INSURANCE COMPANY

## Case Study

### MANAGEMENT PROCESS INTEGRATION

The Barclays Group is one of the largest global financial services provider offering retail banking, credit cards, investment banking, corporate banking, private banking and wealth management services. Barclays is one of the major multinational financial institutions in the world in market capitalization which, with more than 300 years of history and expertise in banking, operates in 50 countries and employs around 143,000 people. We are specialists in transferring, lending, investing and protecting money for more than 38 million customers all over the world.

#### *Need*

As a result of the business dynamic and the consequence increasing in sales and technology projects, Barclays had to consider to integrate the both entities into an unique platform in order to manage the entire insurance business included the new products and services so the organization management could be simplifying so much.

The integration strategy was defined developing and integrating the computing systems of was defined by developing and integrating computer systems of the Barclays and the functionalities gaps with the Banco Zaragozano:

- ❖ To move ant to integrate the BVP Insurance Unix platform to the BBSA central systems.
- ❖ To disregard of Unix environment with DB Informix
- ❖ To reduce gradually the Outsourcing contract.
- ❖ To change from a distributed system to another centralized.

#### *Solution*

Barclays, was searching a tailored solution in order to integrate the complete operative cycle till now in two environments into an unified system.

For the development was chosen by a Technical Proposal to comply with the general requirements and functional from:

- ❖ **Modular:** Lets to do the systems implementation in a staged way.
- ❖ **Simplicity:** To reduce during de analysis the unjustified complexity, considering only the "real need" of the operative required.
- ❖ **Agility:** In the application process, avoiding any penalty in the response time.
- ❖ **Functionality,** The application must fulfil all actual requirements.

#### SECTOR

Financial

#### SOLUTION

- ❖ Metodology 'sapplications conversion
- ❖ Data control and migration process
- ❖ Adaptation of the interface with the rest of applications

#### BENEFITS

- ❖ Improvement of administration management
- ❖ Security and agility in treatment information
- ❖ Reduce margin of error
- ❖ Reduce Opeartive Cost



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- ❖ **Methodology**, Tecnocom' ownership designad to convert applications, it has been proved in previous projects and its guaranteed the final product quality level. It is an inverse ingeniery, which make easier the developing phases and reduce execution time.
- ❖ **Process creation**, migration and data control
- ❖ **New data model design**
- ❖ **Interphases adecuation**, with the rest of the bank applications

Thanks to the compromise and collaboration of Barclays Bank' technology department who leadered the project as well as the coordination with de Tecnocom' project team manager, it has been possible the implementation of the "Integrate System" according to the planification, including any task administrated by the Barclays Life and Pension system.

During the implementation phase were carried out tasks such as the integration of all insurance products in a unique system, the implementation of the corporate standards of safety, contingency and audit, achieving a cost reduction immediately after the cancellation of the vigour contract outsourcing. In addition to other tasks such as the elimination of duplication of the information distributed within the Host and UNIX environments. As well as the migration of data to the host's Bank, located in UK, using a methodology that ensured the safe consolidation. Finally the verification of data quality, through a specific sub-project, which analyzed and validated the integrity of all the "fields" involved.

### **Benefits**

The most important one consisted to improve the management of the administration, with a single customer database, ensuring security and speed the processing of information. Also, with the migration of data to the new system, applying the process of integrity specially designed, it has been got a reduction in the margin of error for inconsistencies. Finally, we have reduced the operational cost throughout the cancellation of the service outsourcing contract.

Overall improvement has been achieved specially in time management and daily processes' cost reduction and also improving the quality and information protection.

"The new platform was implemented in only eight months. It has contributed to reduce the length of daily and monthly batch processes, allowing the offices to make the first hour of proceedings closed. In addition to the integration of Barclays Life and Pensions Systems in the multichannel technology platform, it has gained significant reduction cost for the company, we are talking about 200.000€yearly "

Fernando Martínez  
Jorcano – IT Manager