Core system development and maintenance for 3 countries

Profinit took over the maintenance and development of Cardif's core system, which otherwise would have to be expensively replaced. We also merged the development and operations of the Czech, Slovak, and Austrian versions into one shared services centre.

BNP PARIBAS CARDIF

Project background

BNP Paribas Cardif has been doing business on the Czech market since 1996. Since its entry on the Czech market, Cardif has supported its main activities and the administration of insurance products with a **custom-developed core system**, implemented in stand-alone versions, also for the Slovak and Austrian branches of the insurance company.

As the insurance company's demands grew, it established cooperation with additional partners, and it introduced new products, **the capacities of the existing core system provider ceased to be sufficient** for its further development.

"The speed of changes and further developments to our core system didn't correspond to the dynamic progress of our insurance company, so we announced a tender for a new service provider. The best bid, which included a transparent cost model and a guarantee of stability after taking over the administration of the system, was presented by Profinit," explains Rudolf Šlesinger, Chief Operating Officer at Cardif.

Challenge

Profinit's main tasks were to **take over the maintenance and further development** of Cardif's core system without any breakdowns, to merge the development and operations of **the Czech, Slovak, and Austrian versions into one shared services centre**, and to further develop system features in step with the latest requirements of the insurance company's branches.

Solution & results

Profinit, when implementing the project, proceeded according to its proven methodology for application management outsourcing consisting of **3 successive phases**:

1. **Takeover** of the core system from the current service provider without an interruption in operations.
2. **Implementation** of the required changes, testing, **and deployment** of the new version of the system.
3. **Full-scale administration** of the system according to the SLA with defined processes and transparent costs.

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The key phase where Profinit took control of the core system had to be carried out **as quickly as possible** to keep the time frame during which two different providers would be working on the system to a minimum.

Profinit executed the first phase of the **implementation in 5 weeks** and then continued to expand the system with new features and products and introduced automated scenarios for faster testing and deployment of new releases.

Profinit **transformed the development and administration of Cardif's core system into a Prague-based shared services centre**. The Czech, Slovak, and Austrian branches of Cardif now use a new version of the core system where each branch has its data and settings and, nevertheless, can have its own requirements for new functionalities and the implementation of new insurance products. Profinit maintains and develops Cardif's core system as needed with a **team of up to 20 members**.

The main benefits of Profinit's takeover:

› **Speed** at which Profinit took over the core system from the previous service provider.

› **Stabilisation and setup** of administrative and other system development processes.

› Significant **acceleration and improved quality** of the implementation of new features and products.

› **Decreased risks** associated with the operations of the core system, verified by a BNP Paribas audit.

› **Transparent cost model** for branches using the shared services centre.

"The main benefits of cooperation with Profinit are apparent in the acceleration and improved quality of the development of our core system and the assurance of its reliable operation. The system migration project was done over a very short time period, and its results were very positively assessed by the BNP Paribas headquarters."

Rudolf Šlesinger
Chief Operating Officer at Cardif

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