



Legacy Replacement

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The migration, by carrier companies, to new generation core insurance administration systems is an established and important trend in our industry. Driven by the need to bring product to market rapidly, to deploy superior service capabilities on the internet and to capture and analyze meaningful information about customers and their profitability carriers are moving at an increasing rate to replace rigid and brittle legacy systems with configurable, rules based products which can respond to such needs.

Unfortunately the journey from the old world to the new world is about as hazardous as the one undertaken in sailing ships in the time of Columbus. Like those sailing ships many legacy replacement projects fail to reach the new world. The success rate of such transformational change is soberingly low. Such projects are complex, expensive, lengthy enterprise-draining. Given that most legacy systems are 20 – 30 years old it follows that most carrier staff have never been involved in a major system replacement.

In recognition of the critical importance, risk profile and lack of client experience CastleBay formulated its **Legacy Replacement** service to support such strategic efforts. Our legacy replacement expertise is the specific application of various generic skills sets to one particular type of project. CastleBay has a strong corporate resume in the areas of **Project Management, Business Analysis & Business Process Redesign, Quality Management and Quality Assurance and Data Conversion and Systems Integration**. All these skill sets are needed to successfully execute a legacy replacement effort but additionally there are specific issues associated with this type of project which must be understood and anticipated for the project to stand a good chance of success.

CastleBay is intimately familiar with these specific issues and has solved them many times in the past ten years.

They include:

- **how best to plan and sequence the delivery of a phased implementation to minimize both business operations and IT disruption**
- **how to balance risk and time in the conversion of legacy data and the population of the new system**
- **how to effectively train user staff and deploy and support the new system**
- **how to focus on an achievable first implementation that provides momentum and success**

Intellectual Capital

In addition to the project management experience and domain expertise that we bring to each of our engagements, CBC also brings a project “starter kit” of intellectual capital to each engagement. This intellectual capital offers a framework from which to quickly create a viable project plan without having to develop the project management infrastructure with underlying management and reporting systems.

In the case of a legacy replacement project CBC has a library of re-useable artifacts that are directly applicable and include:

- **project task plans**
- **project team structures and roles**
- **project charters and approach statements**
- **communications and rollout task plans**
- **data conversion strategies and approaches**
- **vendor management plans**

CastleBay has successfully lead major legacy replacement projects in all the core insurance administration areas including policy administration, claims and billing. We have also worked successfully with the majority of software vendors in our market.