



Customer Success Story

Allianz Global Corporate & Specialty

Definition and implementation of a Global Information Platform based on Oracle and IBM Cognos as single entry point for all information requirements.

“The Global Information Platform based on Oracle and IBM Cognos is at AGCS the single entry point for all information which are needed to steer both local and world-wide insurance programs. QMETHODS’ extensive experience in project management, requirements engineering and change management was the success factor to define and implement global - country and line of business independent - reports and to ensure that all countries use the reports to steer their business”.



Rolf Neuerburg
Head of Global Information Projects
Allianz Global Corporate & Specialty



Allianz Global Corporate & Specialty

Allianz Global Corporate & Specialty is the Allianz centre of expertise for large corporate and specialty insurance. With a worldwide network in over 150 countries, AGCS is one of the very few global insurers with an exclusive focus on the needs of global corporate and specialty clients.

Targets

The aim was to define and implement a Global Information Platform for AGCS in all countries based on the data of the new world-wide transactional system “Global Genius”. The three key targets for the implementation of the Global Information Platform were:

- Single trusted holistic view of policies, brokers, clients, claims, submissions, etc.
- Cost reduction through efficient design of reporting landscape
- Global common approach with usage of tools, best practices, templates, etc.

Key Success Factors

BUSINESS INTELLIGENCE COMPETENCE CENTER:

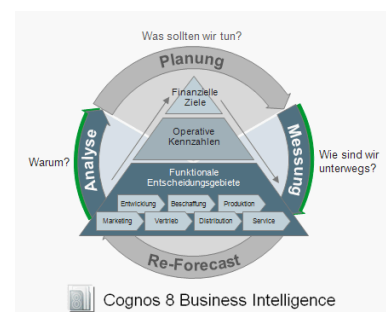
- Establishment of a Business Intelligence Competence Center located in Munich
- Business Analysts, Data Warehouse Designer and Developers work in one team
- Definition of global standards (tools, best practices, templates)

GLOBAL REQUIREMENTS GATHERING:

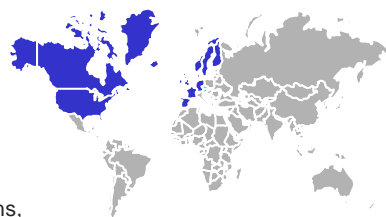
- Establishment of the role “Global Workstream Leader Reporting”: responsible for world-wide requirements gathering, coordination and communication
- Establishment of the role “Local Workstream Leader Reporting” in every country: support of local requirements gathering and user acceptance testing
- Local Workstream Leader report directly to the Global Workstream Leader who is part of the Business Intelligence Competence Center

BUSINESS LIAISON OFFICER (BLO):

- Global requirements gathering is in the responsibility of the Global Workstream Leader, but representatives from the business need to validate the requirements from a global perspective
- For each business function (Underwriting, Claims, etc.) local and global BLOs have been established
- Global BLOs decide about every requirement if and when it will be implemented



Cognos 8 Business Intelligence



Results

- Global Information Platform based on Oracle Warehouse Builder and IBM Cognos (Report Studio, Query Studio, Analysis Studio)
- Global standards for reporting and analysis (all countries and all lines of business use the same reports to steer their business)
- Global Reports for the different AGCS functions: Underwriting, Market Management, Claims, Operations, Reinsurance, Finance, Regulatory