

KEY FEATURES: Systems Integration, Legacy Systems, System Migration

An insurance company was in the process of replacing its main sales and administration system. Staff required access to products and customer details in both systems during a transition period so as to provide seamless customer service.

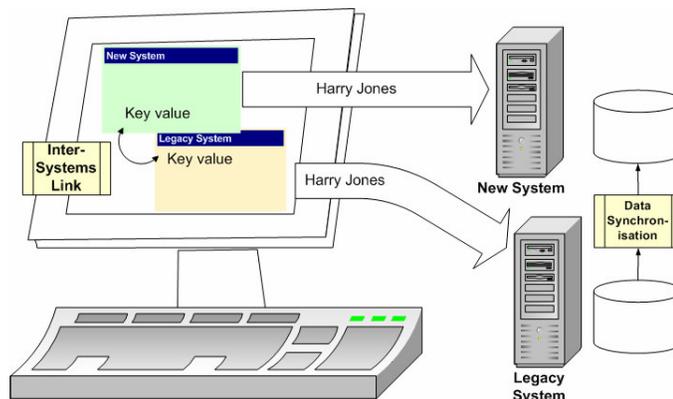
The problem: Both systems had customer contact details and different products were held in the two systems. Calls into the call centre might need to be serviced from either system and call times would balloon as customer details would need to be re-keyed if the required information or product was not in the first accessed system. Customer data access protocols needed to be observed. Both systems were required to remain independent. The business wanted calls to be delivered to the new system. Any linkages would need to be removed once transition was completed.

The resolution: Mintec staff proposed a series of initiatives to deal with the issues to loosely couple the applications –

- Any customer details updated in one system would need to be reflected in the other system
- User access protocols to customer details would be automated when switching to the second system
- Commands and data interchange protocols would be established
- A shared phone control that each application could connect to

The proposals were put to the stakeholders, the ideas were refined and the cost and benefits analysed. The shared phone control idea was replaced with a less costly solution of separate controls with some routing at the IVR.

The initiatives were implemented over a period to coincide with transition milestones. These included nightly synchronization of customer details, mapping agent logins between the system and enabling single login, TCP/IP control of the old system by the new system to allow direct access to the corresponding customer details, TCP/IP data transfer, transfer of call details to enable call logging in both systems when both were used in the one call.



The outcome:

- The business was able to continue transition without reverting to much more costly solutions such as additional staffing or separate call centres and without increasing the overall risk by being forced to a big-bang migration.
- Call times were kept within acceptable bounds.
- Customer service levels were not adversely impacted by the ongoing use of two systems.