



ROLLOUT CENTRAL SALES SYSTEM INSURANCE GROUP

PROJECT RESCUE: REPLACEMENT OF AN OLD SYSTEM AND ROLLOUT OF NEW HARDWARE EQUIPMENT WITH A CENTRAL SALES PLATFORM FOR THE INSURANCE FIELD SERVICE

A public insurance group in Bavaria was faced with the problem that an implementation project that had been running for years for around 960 agencies, savings banks and banks could not show sufficient progress. In order to increase the decreased acceptance again, a rapid and fully-fledged rollout was required so that the project rescue could be successfully carried out.

PROPOSED SOLUTION

Establishment of a large and regionally working project team, identification of weaknesses and optimization of the previous implementation, analysis of the previous management team, full migration of data to new servers, promotion of a new rollout control, integration into the individual agencies and work systems.

RESULTS

Individual support for all agency solutions, cooperation with all stakeholders, detailed evaluations through self-developed project reporting, implementation of a more modern corporate structure.

PROJECT RESCUE: REPLACEMENT OF AN OLD SYSTEM AND ROLLOUT OF NEW HARDWARE EQUIPMENT WITH A CENTRAL SALES PLATFORM FOR THE INSURANCE FIELD SERVICE

More than 960 agencies, banks and savings banks were facing a rollout to enable the migration of existing data to new and more modern systems. However, the lack of acceptance of the employees as well as the technical basics put the functioning rollout into question. Therefore, EVOSULT was assigned with the project rescue. By a new overall project management, the previously failed approaches were to be carried out in the shortest possible time in order to achieve the necessary measures.

A new project team of more than 60 external staff was set up to address the local sensitivities and problems of the agencies. This should help to avoid difficulties during implementation and also prepare the staff of the agencies for the changes in the existing structures. Within the concept development as well as the connection with a full stakeholder management it should be possible to carry out the technical management and implementation of the migration in a controlled way.

MIGRATION OF EXISTING DATA

In order to make the migration of existing data as easy as possible, we were able to ensure the rapid completion of the technically necessary foundations before the start of the rollout. In order to be able to carry out the temporal structures as securely as possible, the banks and agencies were supplemented by VIP support so that they could come to terms with the new system functions as quickly as possible.

In addition to data migration, the focus during the preparation of the rollout was also on finding errors and stabilizing the existing systems in order to make the transition as simple as possible. The strict specifications of the groups ensured a high and effective migration capacity in order to optimize rollout control. The analysis of the previous procedure was also an important part of the work, so that automated and detailed rollout reports can be developed.

NEW ROLLOUT PROCESSES FOR MORE SUCCESS IN THE PROJECT

Based on these factors, a functional rollout concept could be created to ensure that all 960 insurance agencies were able to implement the system as quickly and on schedule as possible to be able to provide project implementation. To personally accompany the rollout, we worked with numerous rollout coordinators who took over the supervision of the agencies during the preparation. Until the successful system changeover, it was thus also possible for the agency employees to have one contact person for all aspects of the new project.

After the successful migration of the data, the quality assurance of the project was also part of the successful rollout, in order to be able to provide a professional introduction to the sales system. Especially the large and critical facilities were supplemented by VIP support on this basis, in order to combine technical and personnel factors and to keep





the focus on people at all times look at.

During the project management some technical challenges arose to ensure the availability of the necessary hardware on schedule. With the help of successful coordination, however, the old hardware could be dismantled in time to implement the new solutions within the set deadlines. Subsequently, a technical briefing could be provided directly on site to inform the employees about the new structures and to ensure that they could work with good quality.

TARGETED ANALYSES FOR PROJECT RENOVATION

With targeted analyses and modern structures, it was possible to implement the project rescue and realize a modern rollout planning. In combination with a holistic stakeholder management, all interested parties and participants were involved in the project management process, so that the necessary acceptance for the implementation of the system change was created. Through continuous monitoring and feedback through the specially developed project reporting system, progress could be calculated in a targeted manner, thus increasing team cohesion.

Through good cooperation it was thus possible to implement the project reorganization with the necessary success in the desired time frame and to complete it without overspending the budget. Stakeholder involvement was one of the most important components for the successful rollout, which resulted in an increasing number of new projects acceptance and trust was created. All in all, the 960 or so agencies are now facing a digital and more modern future, which will be achieved with the help of the newly implemented systems that EVOSULT contributes sustainably to the company's benefit.



ABOUT EVOSULT

EVOSULT is specialized in implementation and rollout projects in medium-sized companies up to multinational corporations. We rely on both class and agile approaches to project management. In particular, we keep the human factor at the centre of implementation. The experience of EVOSULT in management consulting shows that the transformation in companies is the more successful the more comprehensively all participants are involved in the changes.

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