EIS GROUP

Liberty Mutual Benefits leverages EIS and AWS to support small and mid-sized employers

Business Case

To gain market share and increase profits Liberty Mutual Benefits (LMB) needed to move down market, but their legacy systems could not support the automation required by small- and mid-sized markets.

LMB leveraged EIS Group's EIS Core Insurance Suite™ to meet the unique needs of the company's benefits business unit to speed time to market, increase security, provide access from a range of devices, and offer bilingual capabilities. The new single cloud-based platform will replace a number of stand-alone systems to simplify data movement and consistency and to provide geographic and product scalability and cost efficiency.

The company set an aggressive goal to bring new products to market in just nine months. To best meet customer expectations and reach their goal, they needed a technology platform that allowed for quick, iterative development, mirroring their agile business approach.

Project scope:

- Policy administration
- Billing
- Claims
- Customer management

Products:

- Short-term Disability
- Long-term Disability
- Group Term Life
- Accident
- Critical Illness
- Hospital Indemnity

Implementation details:

JULY 1, 2016
Less than 7 months from scoping to go live of new business capabilities (quote to issue) for 6 products

DECEMBER 31, 2016
Scheduled phased implementation of functionality to process billing and claims to support 1/1 effective dates

amazon web services
Implementation, testing, and production in the Cloud (AWS)

SEPTEMBER, 2016
Phased implementation of enrollment capabilities to support planned enrollment season

Key Drivers for Project Acceleration

How LMB went from zero to a full core suite in production in one year.

Culture:
Be Agile-minded and focus on good IT/Business alignment. Flatten the organization to foster rapid decisions and empower those closest to the work.

Delivery Model:
Embrace continuous integration/ continuous delivery (CI/CD) practices to deliver business functionality early and often.

Technical/Architecture:
Simplify: leverage the cloud to accelerate time to value, ensure highest levels of security, and limitless scalability.

eisgroup.com | 415.402.2622 | info@eisgroup.com | EIS Group LTD | @EISGroupLTD

© Copyright EIS Group Software Limited. All rights reserved. EIS, EIS Group, the EIS Group logo, and EIS Core Insurance Suite are trademarks or registered trademarks of EIS Group in the United States and/or other countries. All other trademarks or service marks are the property of their respective owners.