



4M Assurance for Motor Insurance

Background

Co-operative Insurance (CIS) have been around since 1867 and have 4.7 million customers, administrating more than £20 billion of their money. Their range of products covers life, home and motor insurance, pensions, with-profits bonds, critical illness products, unit trusts and ISAs.

Due to increasing use of the Internet channel for purchasing car insurance policies, CIS had experienced increased bad-debt levels where polices had been purchased on direct debit with no up-front payment.

CIS therefore initiated a business project to investigate and provide a solution to reduce the bad-debt levels. A change was proposed to the Internet channel where an initial card payment would be required for all policies purchased online. CIS required help with the initial phase of the associated IT project to implement the new process.

Solutions

Mark Halton was contracted to CIS to fit the required Business Analyst role.

Working within the CIS IT team, and to the CIS project methodology Mark liaised with the business stakeholders regarding the required changes and produced the initial deliverables required to progress to the next stage of the project.

For project initiation, deliverables produced included project plans, project definition documents and business engagement documents. After project initiation was completed, Business Requirements deliverables were produced including business requirements documents using Rational Unified Process (RUP) software, Use Case model documentation using Unified Modelling Language (UML) and system diagrams using Microsoft Visio.

Outcomes

Following initial stage sign-off, Mark successfully handed over to the internal CIS technical teams to proceed with the project development, testing and implementation.

Due to clearly defined Business Requirements and associated project documentation the CIS technical teams were able to build and implement a solution that fully met the requirements on time, within budget and without rework or scope changes.

