

# Success Story

## Information Technology

### Setting up of IT infrastructure for a multinational Insurance company

#### Storyline...

The client was a multi-national health and allied Insurance company. The Client was starting business in India and setting up branches across the country.

MaGC™ (formerly NCRCL®) was approached by the client to assist in establishing comprehensive IT infrastructure and launching an IT enabled Call Centre and website. MaGC services included understanding the business model and processes, identification and selection of vendor, internal try-outs, facilitation for integration of modules, launch of website/service centre, training and handover to the client personnel.

#### Once upon a time...

The organisation was at its nascent state and was operating from a project office. The function heads were well experienced in the business and had clarity on what they expected out of the IT infrastructure. But, they did not have the bandwidth to evaluate and select the right ERP solution. There was a need to manage this project end-to-end to ensure timely implementation for business kick off.

#### Moving on...

The assignment began with understanding the business model, strategy and processes. Based on this, the IT infrastructure requirements were determined. MaGC™ assisted the Client in calling for proposals from vendors, evaluation of proposals, and selection of the best suited ERP solution. Support was provided to translate the functional requirements of the user departments into an SRS. MaGC™ was handholding the implementation from the client's side and validating whether the SRS was met. Internal try-outs were performed jointly with the client and integration of modules was facilitated. The MaGC™ team was leading the project and handling implementation roadblocks. Problems were understood in detail and resolved/escalated such that timelines were not affected.

The ERP modules were implemented in phases. Until full implementation, MaGC provided stop gap solutions to the Client in the form of spreadsheet models to facilitate data capture, processing and reporting. The website and service centers were enabled with ERP and launched as per schedule. Employees were trained to use the ERP to its full potential.

#### Finally...

The complete IT infrastructure was put in place as per planned timelines. The website and service center was fully functional. The IT system was successfully made operational in 52 branches across India in a short span of three months. Business growth and market capture was achieved as intended by the Client's Management, with the support of a robust IT infrastructure.

