

THE THREE PRINCIPAL DEMANDS ON THE ASSURANCE SYSTEM WERE FOR THE CALCULATION OF SALESFORCE BONUSES, PROVISION OF PERFORMANCE INFORMATION TO SALESFORCE MANAGEMENT AND THE PRODUCTION OF REPORTS FOR THE PIA.

impact
executives
HARVEY NASH GROUP

Nationwide Life employs interim manager for major IT project

New entrants in the life assurance business face a formidable set of demands on their IT systems. Administering the writing of policies and the remuneration of a direct salesforce, agents and third parties are the business imperatives. On top of that comes the statutory duty of providing detailed information to the Personal Investment Authority (PIA).

When the Nationwide Building Society entered the market there were two main systems to be implemented: a mainframe-based life assurance system called CAPSIL and an internally developed data warehousing/management information system.

An Impact Executives interim, Peter Andrews, was appointed project manager. Peter is a seasoned IT manager with 15 years' experience of managing IT departments in financial services organisations including four years as head of IT at Household Mortgage Corporation, part of Abbey National.

From the outset at Nationwide Life, it was clear that user involvement in the final look and feel of the life assurance system was going to be critical to the implementation.

The systems were at the stage of user acceptance testing: Andrews put together a team and instituted fortnightly meetings to ensure that each department was involved, supported and on board with the new technology.

Effective communication and the inclusion of all departments meant the systems were fully implemented within eight months.

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