

Hannover Life Reassurance (UK) Limited

Hannover Life Reassurance (UK) Limited has built an enviable position over the last two decades as one of Britain's leading life and health reinsurers since its formation in 1984. As part of the Hannover Re Group the company has the backing of one of the world's top five reinsurers, offering an extensive range of products and services to clients in the UK, Ireland and offshore centres such as the Channel Islands and Isle of Man. 2007 saw the company reach a gross written premium of £136.5 Million, and total assets under management at £675 Million.

The company's strong organic growth has been mirrored by the evolution of the internal systems, with successive point solutions deployed for focused operational or tactical objectives. This eventually presented a situation which will be familiar to many organisations across the UK; a disparate number of platforms presenting isolated information, within certain cases individual versions of management information held and updated in isolation. The company recognised that it now faced a defined operational risk; management information was not accurate in content, adequate in scope or timely in delivery, and committed to a phased project to make management information presentable with a primary focus on data quality. The first phase of the project - which by now had become known as Gate Keeper - would be to present company data to the Finance and Marketing functions within Hannover Life Re in the form of quarterly management information packs (QMI). It was at this point that Mark Crawley, Head of Systems Development at Hannover Life Re, began a six month long research study to prepare the groundwork ahead of the project.



Initially time was invested in gaining a full understanding of the organisational drivers along with the underlying issues, as this would stand the company in good stead during the project phases to resolve the problems to hand. This included investing time with various stakeholders within the business to engage them in the process and to achieve a clearly-defined set of business needs against which the delivery of the project could be benchmarked. The project would therefore be built on a solid foundation of all parties having very clearly defined expectations.

It also provided an opportunity to help departments realise their responsibility in the creation and management of information. Mark could also use the time to look to identify a technology partner that could help deliver the objectives of the project. "Finding a partner that we can work with is extremely important to us." explained Mark, "We have a strong belief that working together should benefit everyone, as only then can you expect everyone involved to perform to their best abilities. We chose to work with Insource as the company was extremely similar to us; they're transparent, honest, experienced and want to have a long-term relationship:- values we respect and promote ourselves."

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The enabling technology of Insource™ Data Academy® would provide to the company a controlled and consistent environment with audit trails of all relevant data flows and rules, allowing the company to manage the system without relying on external parties. The company could also centrally manage a set of common business rules, allowing them to clean and validate the data upon which the QMI is based. Most importantly, the system allows Hannover Life Re to effectively delegate “ownership” of the data to the departments, who are now able to trust the data, as it is sufficiently transparent and granular that any perceived discrepancies can readily be explored and ratified—allowing the company to concentrate on managing exceptions instead of validating data.

Insource Data Academy now provides the basis for Hannover Life Re to aggregate disparate company information via five data loaders into data spaces for use in the quarterly QMI. The project has successfully met all its original objectives, including the presentation of the first and all subsequent quarterly QMIs to Finance and Marketing functions, and has become an enabling technology for the business to identify areas for change that will maintain a competitive edge. Ultimately, Hannover Life Re now believes it has control over its own information, and thus its destiny. Their company information - delivered to a far higher quality standard and in a timely manner - provides the platform for confident decision making and planning by staff, thus effecting a positive and discernible impact upon the organisation.



Data Academy has also helped the company make strategic improvements to specific processes for the benefit of customers. For example, we re-engineered the delivery of claim information required for Experience Analysis - a type of profitability analysis - in just one working day improving the previous lengthy lead times required to analyse data. Tellingly, the re-engineering was done without anyone noticing the work going on.

Mark concluded the relationship Hannover has enjoyed with Insource thus. “The guys at Insource are not your run of the mill consultants or developers. They have a pragmatic business approach to getting the job done and are not just selling a product they designed and built it. Our project had a clear goal, with sound engagement of the business, excellent team-working and a great partnership between Insource and Hannover Life Re. The delivery of such comprehensive information in such a timely manner had never been achieved before. Since the completion of the project the requirements for the delivery of the Management Information Pack have been met every quarter, without any problems.”

We’re now equipped to proactively make high-impact business decisions earlier and can now embark on the next phases in the project such as the delivery of accurate data to Hyperion, or our global corporate reporting tool, with the confidence that the groundwork we undertook and the partnership we have with Insource will continue to repay us in the future. “