

Case Study

Cost Efficiency (Global Insurance)

The Client

Global insurance business

The Challenge

The organisation had grown through acquisition and had acquired a significant number of duplicate processes and systems. Savings promised from rationalisation never really materialised as there were always arguments as to why certain processes and systems had to be retained, the problem being that management did not have the information to challenge these assertions

The Solution

Over a 6-week period, a small client team and a consultant worked to populate Essential with information about the organisation's business capabilities, high-level processes and IT applications. Leveraging the APM Pack and out-of-the box views, Essential was used to highlight business cost inefficiencies and where there were opportunities for rationalization.

The Outcome

Showed how the organisation was spending heavily on bespoke processes and technologies where cheaper commodity solutions would have been more appropriate

- Identified a number of applications that were unnecessarily duplicating the same capabilities for different processes
- Uncovered dozens of applications in 'shadow IT' that were creating unnecessary costs
- Initiation of a programme to rationalise high cost applications, implementing commodity processes and technology where appropriate and cutting the annual run cost by over 10%

✓ **10% savings in annual run cost**

✓ **ROI on the Essential work of over 800% in 12 months**