



## Case Study

National motor club provider benefits from mix of on-site and off-site resources, creating an application development and support environment to reduce costs and attrition rates

**Client:**  
A National Motor Club Provider

**Industry:**  
Insurance

**Service Offering:**  
**Component Services**  
- Application Services



**The Situation:** A national motor club provider was looking to outsource all of its information technology related functions. In addition to its comprehensive emergency roadside assistance plans, the client offers its more than 3 million members services such as car rental discounts, hotel savings, travel tips and planning tools, retail discounts, and online travel reservations. Membership also includes reimbursement for towing and roadside service, an arrest bond certificate, a theft reward, accidental death insurance, and payment for legal services. The client's primary system is an online 24x7x365 multi-tiered application and supports customer care, billing, emergency response, and benefit payments. It also manages business associate relationships. The client's parent company is a large personal lines insurer that provides services ranging from auto insurance, homeowners insurance, life insurance, and business insurance, as well as education savings plans and retirement planning options.

**The Challenge:** The client had been outsourcing all of its IT related functions for a number of years, but it had become increasingly dissatisfied with the products and services that were delivered. The previous two vendors had contributed greatly to the client's IT department by writing all the original applications the client used to support its call center, membership administration, and financial and accounting departments. However, the systems were unstable and had recurring outages, and the management of the engagement was plagued with high technical employee turnover. Neither vendor was able to provide the level of support and stability that the client depended on for success. The client was looking for a partner company that could stabilize the system, develop standardized procedures, document the system architecture and processes, while providing a reliable workforce. In addition, the client needed help with strategic IT planning in order to further its business growth.

**The Response:** Based on a twenty-year history with the client that included several managed staffing engagements, the client was confident in TEKsystems'® delivery models, high quality resources, and longevity of Technical Professionals. In 1999, the client selected TEKsystems, a premier provider of technology staffing and services, as its primary vendor for application development and maintenance, and the operational



and infrastructure support of its database administration, systems administration, and LAN/WAN PC support. TEKsystems' original team of 13 professionals consisted of a project manager supported by the Vice President of Delivery, an operations lead, an applications lead, five applications developers, a database administrator, a systems administrator, a LAN/WAN PC support technician, and a business analyst/configuration manager. All work was performed on-site at the client's headquarters until August 2002 when TEKsystems established an application development team specifically for this engagement within the TEKsystems' Montreal Solutions Centre. The team has now expanded to 18 team members in two locations. The on-site team consists of an application lead, a business analyst, three application developers, a LAN/WAN PC technician, and two systems administrators. The off-site team, located in TEKsystems' Montreal Solutions Centre, includes an operations manager, two database administrators, and seven application and web developers. These two teams have effectively stabilized the client's operational environment and established best-in-breed application development practices that have already resulted in consistent and predictable results.

**The Result:** Throughout this ongoing relationship, TEKsystems has been instrumental in providing the client with both tactical and strategic IT support of its business initiatives. TEKsystems' involvement and expertise has produced an application development and support environment which consistently delivers projects on time and on budget. Over the last seven years, TEKsystems has helped reduce the client's production support budget by over 60%, while continually adding more applications to the support portfolio. Cost reductions were possible through TEKsystems' use of a hybrid team of on-site and off-site resources. The client is now able to focus on its core business, and can count on its operational environment that exceeds a 99% uptime rate. In addition, TEKsystems has significantly reduced the client's attrition rate, which is now less than 5% over seven years.

**The Technology:** The client currently uses Oracle® 9iDS running on an Oracle® 10g application server, and an Oracle 9i Database running on a Hewlett Packard UNIX® server. Recently, TEKsystems completed the development and delivery of a consumer facing web application to support membership services. The UNIX server will be replaced with a Sun™ Solaris™ 10 multi-tiered server infrastructure supporting an Oracle RAC and Oracle GRID platform.