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Anexinet PMO Jump Starts Auto Club's Enterprise Project Management Initiative

The Challenge

Member benefits from a leading auto club continue to expand. In addition to emergency road assistance and auto purchasing programs, growing member services include everything from full-service travel planning to financial services and consumer protection products. The insurance wing of the organization opted to bring outsourced business processes back in-house for processing and management. One outside agency was responsible for processing payments inbound from new policy sales and renewals, and outbound for policy claims, including all related customer service. Another agency supported renewal billing and applied marketing research tools to decide which product offers, enhancements and incentives customers should receive. A vision for the future relied on the project to serve as a template and the launch of an overall in-house Enterprise Project Management (EPM) initiative.

The Solution

Anexinet took a holistic approach of working with the client from the onset of the relationship. A major goal on both sides was to provision communications that would keep all development team members and stakeholders informed—from project planning through execution and closure. Internally, Anexinet had created its own Program Management Office (PMO) for Enterprise Project Management. Based on Microsoft Project Server 2003 and Share Point Services technology, PMO provides a centralized source for managing projects and resources with reporting capabilities across multiple projects for real-time visibility, insight and control of strategic objectives. Anexinet duplicated the same EPM solution for its auto club client at the Near-Site™ Development Center established for the client's project delivery.

The Benefits

Anexinet's implementation of PMO enabled the client to achieve two strategic objectives. Near-term, insurance business processes transitioned from agency outsourcing to in-house operations. For the long-term, an EPM solution was put into place that will enable the client to self-manage multiple projects—from operational improvements to new software development—for all lines of business within its organization. With PMO, the client will leverage strong coordination, collaboration, project-to-project standardization and executive oversight to optimize deployment of internal IT resources, reduce time and costs for future projects and ensure initiatives stay aligned with evolving business objectives.

Anexinet automates business processes to improve operational performance, competitive advantages, and IT value with qualitative and quantitative return on investment. Solutions leverage the domain expertise of experienced consultants and business professionals, based on a proven Program Management Office (PMO) delivery model that harnesses more than 20 years of industry best practices. Anexinet's PMO provides consolidated real-time management for all aspects of solutions planning and delivery. Automated, client-focused enterprise project management keeps solutions on track, within time and budget, and aligned with client objectives.

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