

# Insurance Provider Capacity Planning and Forecasting Solution

## Improve Accuracy and Efficiency Through Automation

A leading insurance group whose subsidiaries are the largest providers of life and disability insurance, retirement services and investment products in the US, still used manual data processing techniques in some of its capacity planning and forecasting functions. The client's trusted brand and relationships with about 13 million US households, 70,000 corporations and 37 million individuals stood to benefit from an automated system.

**Cognizant provided an approach to change what WAS to what IS our Best of Breed tools and processes to ultimately deliver accurate capacity data efficiently and on time.**

Yearly and quarterly capacity planning reports were produced on spreadsheets. Manual data collection and validation complicated results consolidation and sharing. The process was slow and costly. The client needed to analyze capacity requirements, provide capacity planning, and automate the information gathering process from its Application Development team - a process that would affect more than 2,000 applications. Cognizant proposed to change what WAS to what IS our Best of Breed tools and processes to deliver accurate capacity data efficiently and on time.

## A Two-Phase, Web-Based Approach

Cognizant built a web-based portal to gather

information more easily from the Application Development team and forward it to Cognizant's Capacity Engineering team for analysis. The solution was implemented in two phases. Phase one involved several strategies that produced initial yearly forecasts. Phase two included reports for distributed and mainframe applications. The client asked Cognizant to provide quarterly estimates for unplanned application launches and ad-hoc capacity requests. Cognizant managed this by building a portal to gather user requirements. The input was used to estimate capacity needs, resulting in the budget, hardware, software and data center space needed to manage the new requirements.

## The Key Deliverables

- Annual Planning Portal
- Quarterly Delivery Portal
- Capacity and Performance Database
- Response Reporting and Tracking
- Application Capacity Estimator

## Unprecedented Support for Seamless Service Delivery

Cognizant's global network created an optimum solution, managing the process as follows:

- A questionnaire was prepared separately for distributed and mainframe applications.
- A web-based portal, using Microsoft Visual Studio .NET 2003 with SQL database as the backend, was developed.
- Capacity estimates were based on Application Development Team input.
- Cognizant's Capacity Engineering team analyzed responses and used mathematical ratio modeling to forecast hardware.
- Industry benchmarks SPEC and LSPR were built into the ratio-modeling formulas.
- A spreadsheet-based automated analysis was produced.
- Forecasted results were published in the annual planning portal.
- A standalone application-sizing tool (Application Capacity Estimator) was developed to computer hardware scenarios.

### The Benefits: Reduced Cost and Manual Effort

- Automated and improved the accuracy of the existing capacity forecasting process
- Created a capacity and performance database with complete hardware inventory
- Developed user-friendly portals for capacity planning

- Generated a capacity forecast for over 1,500 applications in less than a week
- Designed a process in line with ITIL's Infrastructure Planning, which includes Performance Assurance (PA) and Performance Engineering (PE)
- Automated a standalone tool developed for various application sizing scenarios

### Cognizant's IT Infrastructure Services Ensure Business Availability

Cognizant's Infrastructure Services are truly global, defined by seamless Network Operations Centers in the US and India, and by the OnTarget Management Platform. This model is designed to continuously monitor, manage and enhance the performance of our clients' IT infrastructure. Through an integrated service desk, Cognizant delivers consistently high levels of systems availability, improving operational efficiency and minimizing the impact of infrastructure failures on business. Cognizant's infrastructure solutions also include consulting and systems integration services such as performance optimization, offshorability assessment, and migration and consolidation services. The Cognizant global delivery model, offering integrated infrastructure services and a flexible pricing approach (FTE or Service-based), ensures business availability with lower costs, enhanced support, and better risk management for you.

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### Start Today

In a time when companies are relentlessly pushing to compete better, move faster and fight harder, Cognizant is the global technology partner with a single-minded passion: Dedicating our systems expertise, industry intelligence and global resources to make your business stronger.

Note:

For a detailed description on how to monitor, manage and enhance your IT infrastructure with Cognizant, contact us at [inquiry@cognizant.com](mailto:inquiry@cognizant.com) or visit our website at <http://www.cognizant.com>

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