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September 13-14, 2022

How Integration Puts the Value in Value Stream Management

ALIP Real-time Data Synchronization with Clients

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Introduction

Cheryl Kellman, Accenture

- Quality Engineering Practice Lead for Accenture Life Insurance & Annuity Platform (ALIP)
- Manage QA teams located in the US, Mexico and India
- Teams provide 18- to 24-hour client support during implementation and customization of their ALIP platform
- Tasktop Hub customer since 2020

Professional Profile

- A Risk Management Director with global accomplishments in quality management, operational management, budgets/financial controls, industry standard processes, implementations, negotiations, training, and development teams. Proven aptitude in developing internal start-up quality management departments and transforming underperforming departments. A results-driven and exceptional producer who successfully delivers technology solutions using Agile or Waterfall SDLC strategies.

Accenture Life Insurance & Annuity Platform

A market leading, configurable cloud-native digital insurance platform that offers life insurance carriers and annuity providers advanced capabilities for:

- product development
- new-business development
- underwriting
- policy administration
- claims and payout
- data analytics

ALIP and Planview

The ALIP business unit uses Planview/Tasktop to optimize efficiency and bolster customer satisfaction during initial development and testing phases and then throughout the long-term client relationships.

Our theme:

Low touch / No touch

Challenge: Wasting Human Capital on Duplicate Data Entry

Overview

- Many clients with different data repositories
- Working across the life-cycle of programs, including development and testing
- Multiple implementation models available: agile, iterative and waterfall
- 18-to-24-hour support model demands same data access across the globe to manage timelines

Our challenge:

High touch, error-prone communication

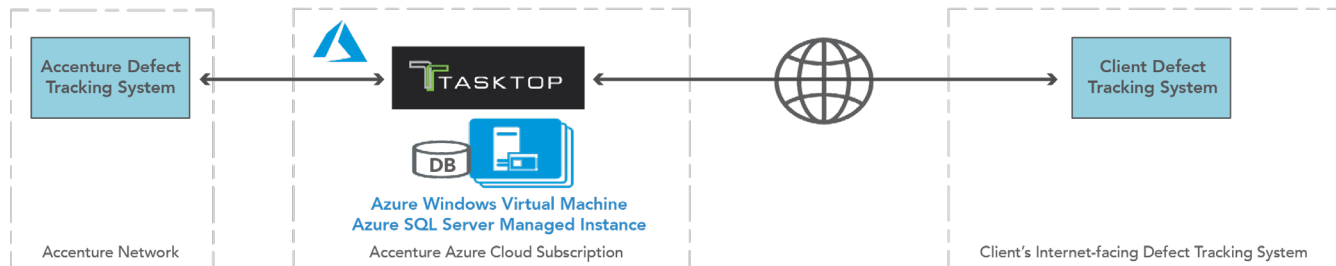
- Updating ALIP's system and client's system on a near constant basis
- Due to human nature, innocent transpositional errors or details not fully communicated
- In a constant "swivel chair" updating process

Our Integration Landscape

Resolution:
Implement Tasktop Hub
as a low/no touch solution

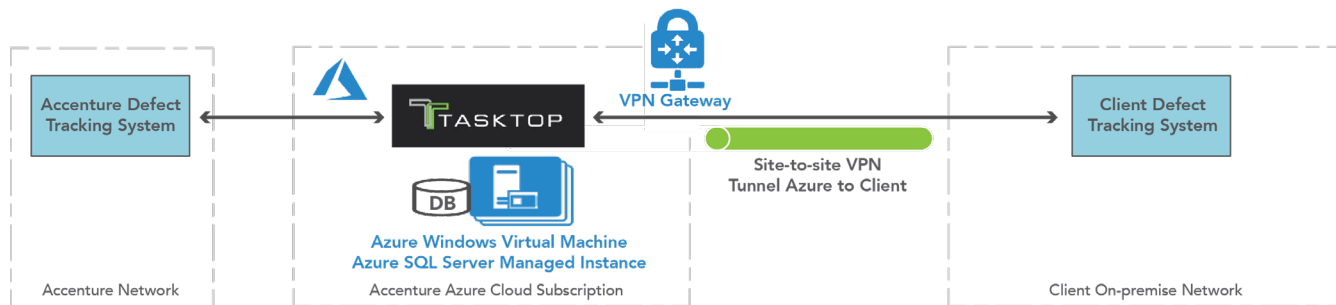
Accenture Cloud SaaS Tasktop - client connectivity via the internet

Tasktop Install 2 — Accenture Azure Cloud to Client via Internet Connectivity



Accenture Cloud SaaS Tasktop - client connectivity via site-to-site VPN tunnel

Tasktop Install 3 — Accenture Azure Cloud to Client via Azure site-to-site VPN Connectivity



Result: Unlocked Capacity to Reinvest in Platform Development

- As soon as either party makes an update, both systems are instantaneously updated
- Restored hundreds of hours of productivity to our teams
- Unleashed capacity to invest in new capabilities, and improved quality and risk management
- Efficient and effortless collaboration with clients, reducing 24-hour lags and delays
- Upholding strict and secure separation between all parties

"We have effectively unlocked dozens of hours of productivity each week, which we can now devote to solving more issues, faster. The efficiency Tasktop affords us supports ALIP's ability to continue to lead the market."

Takeaway: Automation Solutions Pay for Themselves

- Backend time savings for staff easily make the business case for automation solutions like Tasktop Hub
- In addition, we've seen these benefits thanks to our live synchronization:

Improved customer
satisfaction

Faster end-to-end
resolution

Improved employee
productivity and
engagement

Recommendations and Advice

1. **Tasktop Hub is highly configurable**
 - Have a structured implementation plan
 - Start where you'll have the greatest impact (ALIP: Defects)
 - Then move to other areas (ALIP: Stories / Requirements)
2. **Be selective in the data you exchange**
 - Systems have hundreds of fields — don't synchronize it all
 - Choose to flow the essential fields
3. **Client maturity varies, sometimes you have to help them**
 - It's not about the tool, it's about the process
 - Be prepared to help with both

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Thank you!

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