

# For Global Insurance Firm, Migration Effort Knows No Borders

## Customer Profile

A global insurance company specializing in property, mortgage, retirement and life

- 88 million customers
- 30 countries served
- 64,000 employees

**Kforce provided a full migration on a global system with no downtime or impact on business functions.**

## Challenge

The company needed to undergo a large systems migration, including proprietary and third-party applications in locations worldwide.

## Solution

Kforce created a quality testing process, with an overlapping schedule to produce a “no downtime” solution.

## Outcome

Kforce rewrote much of the company’s existing source code and developed test plans, which were delivered to the customer at the project’s end.

# Migration Effort Knows No Borders

Insurance | Case Study



## Challenge

One of the world's largest insurance firms needed help migrating its entire insurance application suite to new platforms. In addition, it wanted third-party software used for insurance rating and booking to be migrated to a new platform. The migrated applications were to be deployed in several nations across the globe.

## Solution

Kforce converted, upgraded and QA-certified various applications on a simultaneous country-by-country schedule. The applications upgrade was tied to the availability of in-country customer resources for final acceptance testing and production installations.

Kforce's overall approach sought to minimize the impact to the company's ongoing projects and production support requirements by leveraging the Kforce team's knowledge of the business and its technology.

Establishment of the correct baseline environment source codes and systems was critical to the success of the upgrade. Kforce consultants ensured the baseline environment was set up correctly by conducting baseline testing, the results of which further served as verification points for the output of the migrated applications.

Kforce conducted a two-step quality testing process for all migrated applications. The first step, called pre-integration testing, was done in Kforce's controlled environment. The second step, known as integration testing, was performed in the company's controlled environment.

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### Outcome

By engaging Kforce for the migration project, the company recognized the following major benefits:

- Enforcement of the configuration control and management process.
  - All applications were turned over to the customer in standard build packages. The integrity of the source code repository was reestablished, as it was required to “check in” all source codes. While establishing the baseline source codes, Kforce rebuilt the source codes of all applications, including those with missing source codes.
- Development of comprehensive set of test plans.
  - As part of the Quality Assurance process, Kforce developed a comprehensive set of test plans for all applications.
- Availability of resource pool that is knowledgeable on customer applications and business model.
  - Through knowledge gained from the extensive exposure to the applications, Kforce’s skilled resources provided assistance to the company with production support and other business initiatives.

### About Kforce

Kforce is a leading Technology and Finance & Accounting professional staffing services firm with a national network of over 60 offices, two National Recruiting Centers in Tampa and Phoenix and more than 2,000 staffing specialists. Annually, we engage over 23,000 highly skilled professionals in both flexible assignments and direct hire placements with more than 4,000 customers of all sizes, including 70% of the Fortune 100.