

SUCCESS STORY

ROYAL LONDON GROUP

Transforming the closed book estate



Supporting Royal London in transforming its closed book business by optimising the legacy technology estate - to reduce operating risk, increase maintainability and change agility while improving financial performance.

Summary

Sopra Steria has been working with Royal London Group since June 2014 to deliver application management and development services across its life and savings closed book business. During that time we have delivered a high volume of change, enabling considerable Total Cost of Ownership (TCO) savings for key business services, as well as reducing delivery and business risks. Our high quality delivery has been achieved via a cost optimal delivery model, utilising both UK on-site and Indian off-shore resources.

The challenge

In 2015, as a part of the business transfer of the life and savings book, RLG acquired the life insurance and savings legacy estate from the Co-operative Group. The estate ran on a number of legacy technologies, some out of support. The program code was complex, with a number of recurring production incidents and the batch operation was sub-optimal. All of these factors contributed to high run costs and on-going operational risks that needed to be addressed.

The solution

From day one both parties placed a significant focus on optimisation, cost and risk reduction and Sopra Steria put in place resources to identify and deliver improvements. The service agreement provided a framework within which optimisation was incentivised, with a gainshare commercial model to allow benefits sharing.

“*Sopra Steria have worked with us in partnership to transform our closed book estate and reduce ongoing operating costs. We can now move forward with confidence, operating a streamlined and lower risk business.*”

Nick Murison
Supplier Relationship and Delivery
Manager
Royal London Group

Estate optimisation

Transformation has been achieved over a 2 year period, with a number of improvements being successfully implemented:

- a strong delivery and change process framework has been established
- key risks have been identified and remediation plans defined to address these
- a pipeline of prioritised cost reduction changes have been defined and delivered
- root cause analysis has been undertaken and fixes developed to address recurring incidents / failures
- decommissioning of redundant data, processing and software has taken place to reduce required infrastructure capacity, storage and licensing costs
- automation of regular scheduled activities
- use of performance analysis tools to identify inefficient program code, which has been updated and streamlined.

Moving forward

Substantial cost and risk reduction have been achieved;

- 40% reduction in Application run costs
- 60% reduction in Incidents
- 50% reduction in mainframe capacity requirement
- 75% reduction in number of call outs

In addition to improving financial performance for the closed book business, optimisation has delivered a more streamlined and lower risk estate, with increased maintainability and change agility.



Sopra Steria, European leader in digital transformation, provides one of the most comprehensive portfolios of end to end service offerings in the market: Consulting, Systems Integration, Software Development and Business Process Services. Sopra Steria is trusted by leading private and public organisations to deliver successful transformation programmes that address their most complex and critical business challenges.

