

Replacing outdated technology with a modern data-insight tool.

EXPERTISE

Project realignment. Vendor management. Independent advice. Data analysis and migration. Solution delivery. Planning

Context.

INITIAL TENDER

The Insurance & Financial Services Ombudsman Scheme (IFSO) resolves complaints made against providers of insurance and financial services. The Deputy IFSO needed to replace the scheme's antiquated membership and case management systems.

Approach.

REVIEW AND RECOMMEND

Redvespa consultant Duncan Watts was engaged to review the IFSO Scheme's situation and make a recommendation on how to proceed. A major consideration was the organisation's limited budget which they could not afford to exceed.

Duncan's paper for the IFSO's Commission made a number of key recommendations:

- Switch to a different platform that could support all the required components;
- Require the vendor to follow a collaborative and agile development approach;
- Run an initial exploratory phase to prototype the high risk components.

The vision was for a flexible new system built on a modern platform that would enable future enhancement. The Deputy IFSO went out to tender and awarded a contract, only for the vendor to discover that a critical component could not be delivered within budget.

The IFSO Scheme's governing Commission decided to pause the project and seek outside advice.

EXPLORE AND PROTOTYPE

The IFSO Commission accepted the recommendations, and a new vendor was contracted for the exploratory phase. The development began work on a prototype and Duncan developed a detailed solution design aligned to the capabilities of the platform. A key factor in the success of the project was ensuring the new system captured the scheme's unique membership structure without significant customisation of the platform.

DEVELOP AND ROLL OUT

Duncan took on multiple roles on behalf of the scheme including: planning and executing the testing, data migration and system roll-out and communicating with the developers.

At the same time he continued to work closely with the Deputy IFSO, explaining the development process, providing regular updates and providing advice. This ensured she retained control over the project, and had the necessary understanding to make key decisions.

Results.

A FLEXIBLE SYSTEM BUILT FOR THE FUTURE

The scheme's staff now have a flexible and transparent system that provides the information and insights they need. They are in control of their work, and management has a real-time view of how the business is performing.

Completed on time and under budget, the Deputy IFSO credits the success of the project to the decision to engage Redvespa to guide her on the journey from a difficult start to a stunning success.