LISSIA Company Overview

Introduction

The company was formed in 1996, although the founding directors worked together in various companies before that and have many years experience developing and modifying Life and Pensions Administration systems.

LISS specialises in the development and support of the core Life and Pension Administration system. The company as a whole has a wealth of Life industry experience: most of its directors have worked within the Life industry, and the company is highly business driven in its approach to system solutions.

The company’s core product, the LISSIA system, was mainly developed during the period 1998-2002, and went live in its first site (Aviva India) in July 2002.

The company operates internationally, with most of its clients in western and eastern Europe, and India. It has particular experience of the offshore international and European cross border markets. The LISSIA system is particularly suited to the demands of complex unit linked business.

LISS is a medium-sized software development company based in London. All its employees have high experience levels in this specialist business area. The company places particular emphasis on providing long-term support for its installations and has an ethos of working in close partnership with its customers.

LISS have formed a marketing and support partnership with Siemens Information Systems Limited (SISL), based in Mumbai, India, and are establishing a joint capability to support and develop the LISSIA system. Customers will have full access to the services and resources of SISL, and have the confidence of knowing that their systems investment is supported by a large, multinational, computer services organisation.

Clients and Markets

There are two versions of the LISSIA system, for Individual and Group business, and the company has three installations:

- **Aviva India.** Went live with the Individual version of the system in July 2002.

- **Generali Worldwide International (GWI).** Guernsey based subsidiary of the Generali Group. GWI went live with the Group version of the system (initially developed for Group Pension business) in January 2003. The system is being extended for Group Risk business. The first phase of this, allowing Quotations for Group Risk business to be produced, went live at GWI in January 2005. The second phase, providing full servicing functionality for Group Risk, will be completed in October 2005.


The company has a further 4 Life Assurance customers in Europe using a legacy system supported by LISS Systems. These are based in Luxembourg, Romania, Czech Republic and Turkey.
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Implementation Approach

At the start of a new implementation the customer is assigned a Customer Services Manager who leads the implementation, manages the relationship with the customer and is responsible for subsequent support of the installation. This ensures that a high degree of business and systems expertise is brought to bear at the critical initial stages of requirements definition and estimation. It also ensures strong continuity of support for the customer during the transition from implementation project to live operation.

Main Project Stages

The first stage of a LISSIA project is a scoping exercise called a Gap Analysis. This is often done prior to finalising the contract and is the first opportunity to make an informed estimate of the size and cost of the project. The Gap Analysis typically takes 4-6 weeks to complete. It involves gathering the specific business and technical requirements, understanding the key business drivers, and analysing these against the system capability to establish the main areas for customisation.

The Gap Analysis report typically provides the basis on which the customer will decide whether to proceed.

There are then two main project streams:

- The Development project provides system deliveries according to the agreed schedule.
- In parallel, the work to setup and test the system, train the users and prepare the system for live running is facilitated by LISS, working closely with the client, within a structure called ‘Model Office’.

Typical Model Office activities are:

Training
- User training
- System Administrator training
- Technical training

System Setup
- After installing the system, we work with the company to help setup the products and system parameters needed for the system to perform according to the business requirements.
- This goes hand-in-hand with training, which is based on transferring the skills needed for the client to take over the running of the system.

Documentation
- We provide advice and assistance, as needed, in producing client documentation.

Process and Procedure Development
- Similarly, we provide advice and assistance, as needed, in designing and documenting the operational processes surrounding the system.

Preparation for User Acceptance Testing
- We also provide advice and assistance, as needed, in designing and developing user test scripts.

The Model Office, then, is a comprehensive range of implementation services, provided within a workshop type environment, aimed at gradually preparing the organisation for
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live running of the system. The customer can have as much, or as little, of these services as required, depending on the scale and complexity of the project, and the extent of the customer's internal resources.

LISS also provides full support for data conversion and has a proven track record of successful conversions.

Partnerships

Computer Associates International Inc. The LISSIA System has been developed using CA’s AllFusion Gen development toolset, the benefits of which are explained in the LISSIA Technical Overview document.

LISS maintains close business and technical contacts with CA. The LISSIA application is ca smart certified. This means that CA have examined our use of the AllFusion Gen development toolset and have certified that it meets their stringent professional and technical requirements.

Siemens Information Systems Limited (SISL). LISS and SISL are progressing a marketing and support partnership, focussed on the ASPAC Region. This will mean that users of the LISSIA system will have access to the services and resources of this large, multinational, computer services organisation.

SISL is a wholly owned subsidiary of the worldwide Siemens group. It has 6 Development Centres in India, and offices spread across the ASPAC Region.

LISS and Siemens Information Systems will build a joint capability to develop and support the LISSIA system, offering the potential for economies based on lower Indian rates for computer services, as well as the options of having either local support or remote Indian based support for the application.

SISL have particular expertise in related technologies, such as web-enabled operation, CRM and workflow management, and the two companies will work very closely together to fully develop the concept of LISSIA as a major component in the overall Life Assurance 'solution map'.

Siemens Information Systems also have depth of resource in project management, application support, system implementation and rollout, together with the resources and process capability to manage any level of regional business expansion.

The combination of LISS, with its modern, flexible core system, depth of Life Industry experience and high-end development expertise, and SISL, with capabilities extending across the financial services solution map, access to a wide technical skill set, uncompromising quality, proven delivery track record, and comparative cost advantage, provides all the elements for a total systems solution – with the security of knowing that it will be fully supported in the long-term.