



50% IT Cost Savings and Regained Employee Confidence

AT A GLANCE

The Company

Fidelity & Guaranty Life Insurance Company (FGL) provides annuities and life insurance for over 700,000 policyholders across the United States with over 25,000 licensed agents.

Before

- 3 years with no strategic IT projects delivered
- Internal loss of confidence in IT delivery capabilities
- No scalable resources
- Lack of internal skill set

After

- Scalable resource model in place (onshore and offshore)
- Clear and actionable road map
- Qualified team
- Innovative IT solutions

Results

- Implemented a proven process for successful delivery
- Increased team from 10 to 25 people
- Implemented 6 projects in 12 months
- Saved 50% costs with onsite, offshore model

capability; IT employees had become demotivated after many failures and the business lacked critical resources to make the necessary changes.

FGL's IT department had to find a way to resolve these issues and implement an operating model with a successful formula. Agents and policyholders demanded multiple intuitive software platforms to serve the needs of new business models and FGL needed to find a solution.

“It took 4 months to see the ROI on the first project. Employee satisfaction was on the rise and confidence had been regained.”

Sanjeev Singh
VP, IT Strategy & Solution Delivery
Fidelity & Guarantee Life

CHALLENGE

For 3 years, FGL had not effectively delivered any strategic IT solutions to the business and had experienced multiple project failures. The business had lost confidence in IT delivery's



SOLUTION

“Pyramid Solutions offered an onshore, offshore model that fit our requirements. We didn’t know how best to implement such a model, but their willingness to listen to our needs and be transparent throughout the entire process, enabled us to identify a productive and cost-effective road map.”

A game plan was developed that addressed multiple questions:

- How to deliver successfully with a blended model?
- How many people should be offshore?
- How many people should be onsite?
- How to phase the approach?
- Possible bottlenecks and how to address them?

FGL now understands what it takes to successfully begin an operation, create an efficient software road map and implement a product successfully.

RESULTS

The new Agent Portal was the first successful project for FGL in 3 years. The team took a legacy portal and modernized it to improve its capability and the user experience. The portal now allows agents to access customer accounts, stay informed about products & services and better serve the needs of the customer. The ROI of this portal was evident in just 4 months with every agent utilizing the portal, having access to information at their fingertips, providing accurate quotes and improving the customer experience.

“Pyramid provided a structure that allowed FGL to bring people on and off as they needed. We saved 50% in development and training costs working with Pyramid Solutions.”

Sanjeev Singh
VP, IT Strategy & Solution Delivery
Fidelity & Guarantee Life

FGL adopted an agile approach and the deliverables were broken down to the point where results were visible to each manager. This brought back the confidence of the IT department.

In just 12 months, FGL has been able to successfully deliver 6 projects with the help of Pyramid Solutions by enabling the increasing of their team from just 10 software developers to a hybrid team of 25 software developers and QA testers onshore and offshore. This was all accomplished by implementing Pyramid Solutions proven blended delivery process model.