

# ING Re: Streamlined Administration System

## ING RE

Minneapolis, MN  
USA

## Online:

<http://www.ingreinsurance.com>

## Industry:

Life Insurance

## Employees:

120,000 (ING GROUP)

*"CGI was a clear choice for ING Re. First and foremost, the company came to us with a better cost than the competitors and a quicker delivery timeframe."*

Larry Erb, Chief Information Officer, ING Re

In today's high risk insurance business, life insurers turn to the seasoned professionals at ING Re, through Security Life of Denver Insurance Company, a firm specialized in helping clients manage risk by assuming risk from other insurers. ING Re is a part of Holland-based ING Group, a world leader in providing integrated financial services to over 50 million private, corporate and institutional clients in over 65 countries.

## The Challenge

In 2000, ING Re in Denver, Colorado began scanning the market for a system that would expertly manage the increasingly complex function of life reinsurance administration. For ING Re, the daily reality of the company's business had changed dramatically in the past few years. With ING Re's existing, inflexible system, it was increasingly difficult and to develop new products and to change the parameters of existing products.

ING Re urgently needed to migrate to a new system that would give the company the flexibility to quickly introduce new products, and, at the same time, the system had to handle the administration of ING Re's reinsurance business. Finally, the company was also faced with the challenge of keeping costs low in a competitive market and making the transition to the new system smoothly and rapidly.

## How CGI Helped

In October 2000, CGI assembled a team of IT professionals to work on site with ING Re to develop and implement their reinsurance administration system within two years. To respond to ING Re's need for rapid implementation and to reduce the time for training, the CGI team also relied on a "Rapid Application Development" methodology. This methodology enabled the company to quickly create prototypes or workable versions of the application and get them in the users' hands rapidly.

## The Results

Today, ING Re has a comprehensive administration system in place that can substantially improve productivity, lower operating costs, as well as offer richer functionality. ING Re is now able to capitalize on its new reinsurance administrative system by:

- Streamlining administrative and IT operations
- Reduce the time it takes bring new products to the market from months to days

The bottom line: ING Re's new administrative system allows the company to outperform its competitors and better serve clients in the increasingly complex domain of life insurance.