StoneRiver Implementation

Delivering You Safely from Status Quo to In-Production

Challenge

No new software system can be called a success until it's in production, helping conduct business in a better way than the previous status quo. A significant challenge is the fact that carrier personnel typically have a great deal of maintenance experience, but little experience implementing new core processing systems.

With the time and expense required for system implementations, it's crucial to mitigate risk.

Clearly, understanding a vendor's implementation process during the research phase of system selection is an important piece of the discovery process. Carriers need to take the journey with a partner they can trust to deliver them to in-production status.

StoneRiver Implementation Approach

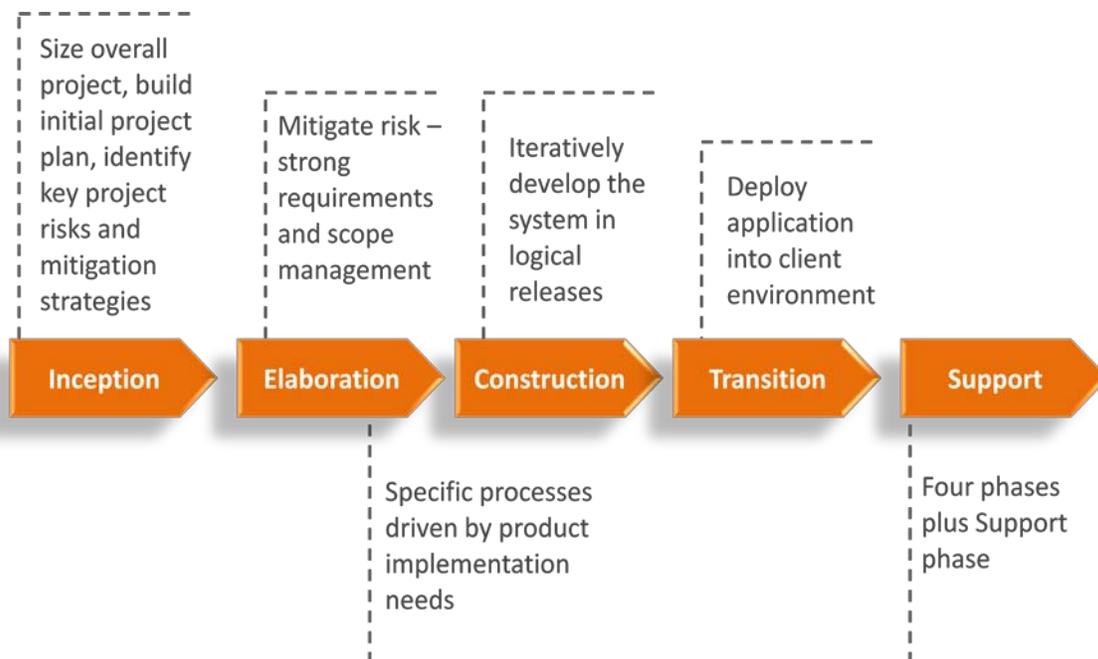StoneRiver has advanced, refined, and improved its implementation models and processes over three decades of experience. As new delivery accelerators and techniques emerged, we reviewed and selected the best.

And while our proven, disciplined implementation approach is what most carriers want, we can and do adopt more flexible methods when called for.

Clarity is critical, so before beginning StoneRiver clients undergo early familiarization with the systems being implemented and understand how both their team and the StoneRiver team will engage, who will be involved, and team focuses.

StoneRiver's well-run implementations embrace:

- Close collaboration as well as frequent and open communication
- A "right first time" perspective for requirements
- Swift decisions and turn-around of approvals

Size overall project, build initial project plan, identify key project risks and mitigation strategies

Mitigate risk – strong requirements and scope management

Iteratively develop the system in logical releases

Deploy application into client environment

Inception ⟩ **Elaboration** ⟩ **Construction** ⟩ **Transition** ⟩ **Support** ⟩

Specific processes driven by product implementation needs

Four phases plus Support phase

Before the implementation begins is the best time for a carrier to take a look at the goals of the project:

- Process and/or systems consolidation
- Duplicate process identification and elimination
- Data and reporting strategies

The goal is to create a path to the desired new way of doing business and avoid recreating existing system(s).

Benefits

While some carriers choose a system integrator (SI) for the implementation—or are required to use one by a vendor—StoneRiver realizes that we have the business expertise, the product expertise, and the project management skill for a successful, more cost-effective implementation. Our communication and business process management capabilities ensure the best results: on time and within budget.

No one is more committed to your success than StoneRiver.