

Insurance

German Pension Insurance Oldenburg-Bremen

IT compass

Background

German Pension Insurance Oldenburg-Bremen is a self-administered public corporation serving about 800,000 contributors and pension recipients.

Its task is to provide services relating to statutory pension insurance for its clients, and to do so quickly and comprehensively. The services cover the risks of old age, reduction of earning capacity and death. Along with making pension payments, German Pension Insurance Oldenburg-Bremen is concerned with the health of the people insured with it. Its aim is to reintegrate sick members of the scheme back into society as quickly as possible, both professionally and socially – in some cases in its own hospitals.

The Challenge

German Pension Insurance Oldenburg-Bremen can be classed as one of the smaller former state social insurance offices. Nevertheless, it has survived the waves of mergers over recent years as an independent organisation because an internal reorganisation transformed the state social insurance office from a public authority of the old school into a modern, economically efficient service enterprise. This proved that relatively small administrative units are not necessarily uneconomic.

German Pension Insurance Oldenburg-Bremen today maintains a solid position in the competition among service providers. This position as a small but agile and capable pension insurance provider is one the former state office in Oldenburg intends to secure for the long term – among other things through IT that provides optimum support to its business goals. The company was therefore on the lookout for ways to enable it to translate management targets efficiently into IT measures, and for the means of ensuring flexible control over ever more complex IT systems.



The Solution

In cooperation with SQS Software Quality Systems, German Pension Insurance Oldenburg-Bremen established a framework for action and decision-making for IT: IT governance. The purpose of this is to link the organisation's business goals with IT on a permanent basis.

The framework is based on the stipulations set out by the management, which formulates and prioritises the business goals. This in turn allows the organisation to concentrate on the IT targets that are important in each particular instance. At the operational level the set of instruments helps to identify what IT measures are necessary.

At the same time a performance measurement system set up in addition continuously checks whether the most important business processes are still meeting the set requirements.

To serve as the basis for its IT governance framework, the insurance company and SQS chose ITIL (IT Infrastructure Library), the global de facto standard for the definition of IT-based business processes.

ITIL enabled the insurers to define the IT interfaces that were critical to success, also giving them a complete overview of the most important processes and a uniform set of concepts.

SQS supported the following tasks in the course of establishing IT governance:

- Performance of an inventory of IT processes, particularly in the fields of IT security and operation – which are critical for the insurance company
- Pinpointing of gaps in processes and the corresponding potential for optimisation
- Formulation and implementation of improvement measures
- Definition of key performance indicators for critical processes
- Preparation of seamless, consistent test plans
- Design and implementation of security checks

The Benefits

- The insurance organisation is able to define more precisely the IT measures it needs to implement in order to achieve its business targets, and thereby avoids making misdirected investments.
- Operational processes are now more transparent and complete.
- Operational processes are subject to a continual optimisation cycle.
- The management detects any divergences from the business goals und can initiate counteractive measures at an early stage.
- Formulating and checking service level agreements with suppliers and within the organisation has become less costly and more efficient.

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