One of the world’s leading reinsurance companies was striving to maintain a competitive edge in the insurance marketplace by increasing the rate of product innovation and accelerating time to market.

The firm also wanted to manage costs, maintain quality, and comply with increasing standards and regulations. To address these challenges, the reinsurer issued an RFP for a provider to implement a PLM (product lifecycle management) tool at one of its main U.S. branch offices.

The PLM toolset was intended to collaboratively define, maintain, and securely share product and compliance information from concept to completion, throughout the firm’s global office network.

Tata Communications’ infrastructure ensured that the PLM toolset would be implemented faster and more affordably.
End-to-end Solution
Tata Consultancy Services (TCS) partnered with sister company Tata Communications, responding to the RFP with a single, end-to-end solution that would incorporate PLM tools from TCS with managed hosting, storage and security services from Tata Communications. The PLM toolset was intended to collaboratively define, maintain, and securely share product and compliance information from concept to completion, throughout the firm’s global office network. The partners won the bid and began work immediately to meet the four-week deadline to implement the hosted environment.

TCS supports the following parts of the solution
- BPM (Business Process Management)
- Collaboration
- Content Portal
- CRM (Customer Relationship Management)
- Help Desk

Tata Communications supports the following parts of the solution
- Managed Hosting & Storage
- Managed Load Balancers
- Managed Security
- Delivery through a state-of-the-art Internet Data Centre

Speed of Implementation
Although the reinsurance company had its own hosting facilities, they decided to use Tata Communications’ data centre in New York City for hosting services, close to the financial district, as Tata Communications would be able to roll out the infrastructure more quickly than the client’s internal procurement and project management processes would allow. Leveraging TCS’ skill set and Tata Communications’ infrastructure ensured that the PLM toolset would be implemented faster and more affordably than if the company’s own IT staff built and hosted the tools independently. In turn, the firm could keep internal resources focused on critical, day-to-day operations.

Improved Innovation
TCS helped the firm implement PLM solutions to improve visibility of product data and enhance performance. By integrating data, knowledge, and business processes, and making them accessible across both the enterprise and the extended enterprise, the reinsurance company could jump-start new product development. The PLM toolset enabled the company’s geographically dispersed suppliers, partners, and customers to collaborate in a common virtual workspace, increasing innovation by leveraging intellectual assets.

Single Source
In addition to delivering PLM technologies, development, and implementation, the joint TCS and Tata Communications’ offering included managed hosting, firewall and storage, combining the cost-efficient shared environment with local control over data and applications. The services met the firm’s need for a streamlined, scalable infrastructure and highly secure data storage. Additionally, the implementation of the hosted environment occurred within the client’s specific four-week timeframe—well ahead of standard lead times. The firm was so pleased with the initial engagement and the resulting platform stability that additional application hosting opportunities are currently being discussed.

Technologies involved in the current solution
- Active Server Pages
- Oracle Databases
- Java for Chat
- Search Engines
- Help Desk

Why Major Insurance Companies Choose Tata Communications and TCS
- Full suite of managed services to reduce TCO (total cost of ownership)
- Close partnership to ensure a single source for integration and network services
- Managed storage capabilities that meet compliance requirements for data retention and record-keeping
- Strong skills in PLM implementation, delivery, and operations
- Fully integrated global network for unparalleled capacity into and out of the data centre
- Uniform service and reporting through a single, consistent, global platform
- Scalable, on-demand services for dynamic data storage
- 24X7 support from hosting and storage specialists and skilled security engineers to reduce the burden on in-house IT staff

About Tata Consultancy Services
Tata Consultancy Services (TCS) is an IT services, business solutions, and outsourcing organisation that delivers real results to global businesses. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled services delivered through its unique Global Network Delivery Model, recognised as the benchmark of excellence in software development.

A part of the Tata Group, India’s largest industrial conglomerate, TCS has over 120,000 of the world’s best-trained IT consultants in 42 countries. The company generated consolidated revenues of US $5.7 billion for fiscal year ended 31 March, 2008, and is listed on the National Stock Exchange and Bombay Stock Exchange in India. For more information, visit us at www.tcs.com.

About Tata Communications
Tata Communications Limited along with its subsidiaries (Tata Communications) is a leading global provider of A New World of Communications™. With a leadership position in emerging markets, Tata Communications leverages its advanced solutions capabilities and domain expertise across its global and pan-India network to deliver managed solutions to multinational enterprises, service providers and Indian consumers.

The Tata Communications global network includes one of the most advanced and largest submarine cable networks and a Tier-1 IP network with connectivity to more than 200 countries and territories across 400 PoPs, as well as nearly 1 million square feet of data centre and collocation space worldwide.

Tata Communications’ depth and breadth of reach in emerging markets includes leadership in Indian enterprise data services, leadership in global international voice, and strategic investments in South Africa (Neotel), Sri Lanka (Tata Communications Lanka Limited) and Nepal (United Telecom Limited). Tata Communications Limited is listed on the Bombay Stock Exchange and the National Stock Exchange of India.

For more information, please visit: www.tatacommunications.com