



***SWORD***

UPGRADE YOUR BUSINESS

**BUILDING A DIGITAL  
TRANSFORMATION  
ROADMAP FOR SUCCESS**

A CASE SWORD CASE STUDY

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## ABOUT SWORD

Sword is a leader in data insights, digital transformation and technology services with a substantial reputation in software development, complex IT, business projects and mission critical operations with over 2,300 Technology, Digital & Software specialists present in five continents to enable the growth of your organisation in the digital age.



### Cloud Platform

Realise the benefits of an agile, capable and cost-effective platform



### Modern Workplace

Transform ways of working and modernise your end user platform with Microsoft 365 and Enterprise Change capabilities



### Digital Services

Bespoke solutions to modernise your customs apps or develop new competitive advantage



### Data & AI

Modernise your legacy platforms and prepare for the future with Data & AI



### Content Services

Discover, Improve and Manage your information assets

## PART I – AN OVERVIEW

### Building A Digital Transformation Roadmap for Success

#### THE CUSTOMER

Our customer is one of the largest insurance companies in the world who provide corporate insurance solutions for multinational employers.

The company operates in over 50 countries, with over 71,000 employees serving 61 million customers. The group has a leading position in Europe and a growing presence in Asia and Latin America.

The organisation's ambition is to be the life-time partner to its customers, offering innovative and personalized solutions thanks to an unmatched distribution network.

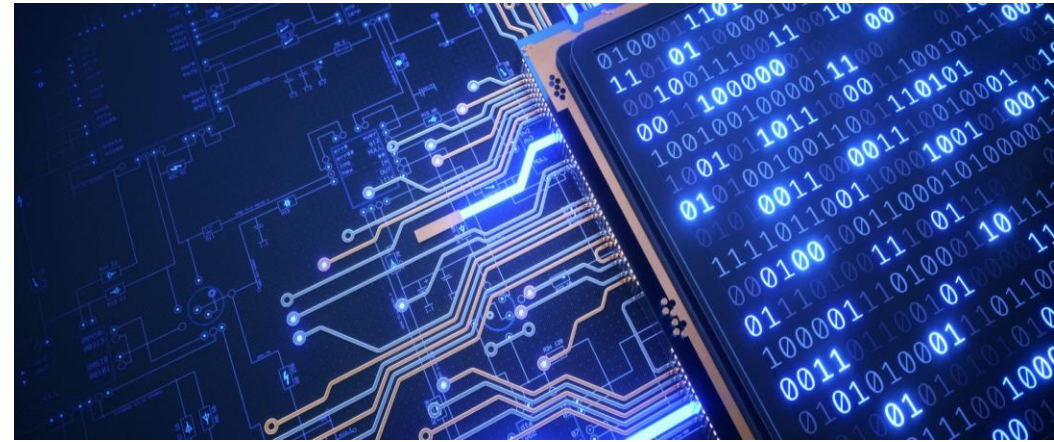
#### OVERVIEW

Like many other large insurance and asset management companies, our customer faced many common digital challenges along with increasing pressures to meet the evolving demands of customers and partners.

One of their biggest digital challenges was the existence of inefficient, end user legacy systems, which are costly to run and do not provide the secure and agile working environment that the business required.

There was also a number of outdated data management platforms and processes within the organisation, with vast amounts of data being generated and stored in many disparate systems, making it difficult for the end user to access and "trust" the lineage of the data.

Our customer required support to create an Digital Roadmap which not only delivered effective business technology solutions to solve their key challenges but it also needed to be scalable and future proof for the business to stay competitive and continue to be lifetime partners to it's customers.



#### THE CHALLENGES

Our customer set out to source a business technology solutions partner who could fully support and deliver their Digital Transformation vision. They chose to engage with us based on our extensive experience and expertise in delivering cloud and digital projects across large, multi - national businesses. From there, our team worked with the group CIO and project team to carry out a state assessment and develop the future IT roadmap for the organisation.

Four key outcomes were agreed that were aligned to the organisations key business objectives:

- **Replace legacy end user systems with modern workplace solution which could be accessed securely from anywhere.**
- **Avoid the cost of replacing end of life equipment**
- **Ensure data was consistent and easily available to allow reporting & comply with future legislation.**
- **Deliver a scalable solution**

Based on the agreed outcomes, our team began to plan the design, delivery and implementation of a solutions strategy that addressed legacy systems, IT operations, data management and modern workplace challenges.

PART II – THE RESULTS




**Building A Digital Transformation Roadmap for Success**

**SOLUTIONS**

The first step in the process was to ensure that the end users had a consistent means of access and set of collaboration tools. This was achieved by deploying a Modern Workplace solution based on Microsoft 365, which offered secure access to anyone within the organisation from anywhere in the world, enabling a flexible and collaborative working environment.




Another key component was the migration of the server estate to a fully cloud based managed service through Microsoft Azure. Migrating over to the cloud meant that the business would avoid any significant end of life, hardware replacement costs and eliminate risks posed by key software becoming unsupported (SQL 2008/Windows 2008).

The final step in the process was the design and implementation of the data warehouse and optimisation program which ensured that all data was readily available, with common trusted and validated data sets, making it easy for end users to run their own reports and make efficient business decisions. The programme also helped to minimise risk within the business while still ensuring compliance with emerging regulations.

Modern Workplace	Cloud Infrastructure	Data Optimisation
 <ul style="list-style-type: none"> <li>Implemented Microsoft 365 E5</li> <li>Replaced VDI solution with HP Device as a Service Laptops</li> <li>Provided end-to-end change management &amp; adoption programme</li> </ul>	 <ul style="list-style-type: none"> <li>Migrated 200+ Virtual Servers to Microsoft Azure</li> <li>Rationalised and optimised the service</li> <li>Provided a flexible &amp; agile IT platform</li> <li>Implemented a Managed Service to manage cost &amp; deliver continuous improvement</li> </ul>	 <ul style="list-style-type: none"> <li>Developed a cloud narrative Data Warehouse within Microsoft Azure</li> <li>Enabled self service reporting for the CFO Planning &amp; Control team using Power BI</li> </ul>

**THE RESULTS**

Our customer has seen many successes through the delivery of the new Digital Strategy and are now operating more efficiently, securely and cost efficiently based on the solutions that our team have helped to design, deliver and implement.

 <b>MODERN WORKPLACE</b>	 <b>CLOUD INFRASTRUCTURE</b>	 <b>DATA OPTIMISATION</b>
<ul style="list-style-type: none"> <li>Increased collaboration across geographically dispersed teams and departments</li> <li>Enabled effective, reliable &amp; secure working from anywhere</li> <li>Establish an Evergreen operation model to adapt to future change</li> </ul>	<ul style="list-style-type: none"> <li>Reduced the operating cost of the infrastructure platform by 35%</li> <li>Mitigated the risk associated with the end of life software support and hardware</li> </ul>	<ul style="list-style-type: none"> <li>Increased trust and confidence by improving data quality, data lineage &amp; data governance to meet the future demands of IFRS17 regulation</li> <li>Reduced the manual time required for report preparation, saving over 10-man days per month for the CFO Planning &amp; Control team</li> <li>Platform established to facilitate the use of AI on strategic data</li> </ul>

**NEXT STEPS**

Over the next 2 years, our team will continue to support our customer on their Digital Transformation journey. A digital framework has been agreed and additional services will be implemented help the business meet increasing demands both internally and externally.

**WOULD YOU LIKE TO KNOW MORE?**

Would you like to know more about this project or about our project delivery methodologies? Perhaps you would like to discuss some of the challenges in this project with the Sales Lead for this Project, Lisa Barwell.

Please email [Lisa.Barwell@sword-group.com](mailto:Lisa.Barwell@sword-group.com), we would be pleased to share our experience with you.



## BUILDING A DIGITAL TRANSFORMATION ROADMAP FOR SUCCESS

A CASE SWORD CASE STUDY

For further information on this project and on other projects we have undertaken, please contact Lisa Barwell by email at [Lisa.Barwell@sword-group.com](mailto:Lisa.Barwell@sword-group.com)

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