

Efficient product development with msg.PM

Time and cost savings during development, faster time-to-market, and a better quality of insurance products – with msg.PM and a new portfolio system, the Belgian insurer ING Life enjoys vital competitive advantages.

With deposited funds of around 60 billion US Dollars and about 120,000 employees in more than 50 countries, ING Group of the Netherlands is one of the largest financial service providers in the world. The Insurance Division, with a premium volume of around EUR 1.2 billion, is still one of the group's smaller business units.

In order to grow successfully in this sector, too, ING Group decided to renew its portfolio management system and to establish a centrally controlled product development. To do this, the giant overall financial services provider chose the msg.PM product management system from msg systems ag of Munich, which is one of the Top 10 IT consulting and system integration companies in Germany.

Faster product development with msg.PM

ING Group decided on msg.PM because this flexible system provides central control of product development, while supporting the whole cycle, from first design, to test run, to operational deployment. Moreover the insurer places great weight on the linkage of calculation engines used to calculate actuarial values with the portfolio management system. Here too msg.PM proved to be the optimum solution.

Prior to the introduction of msg.PM, product development was a lengthy and resource demanding process: following specification by the actuaries, new projects were initially given to IT for implementation. On return,



a test run took place. Then the project was implemented on a number of productive portfolio systems, tested again on each of them, and only then published.

By using msg.PM, it was possible to accelerate this process considerably. All product information is now concentrated at a central point. The product model is specified in msg.PM and updated and fully tested at only one location, before it is adopted automatically into the portfolio management and sales system.

All enquiries regarding product rules and values are transmitted via an interface to the product manager and handled there. This procedure made it possible to

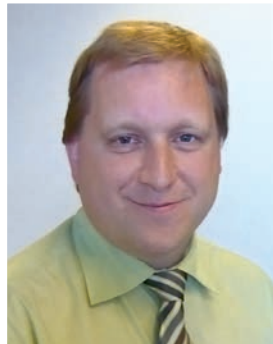
Success Story – ING Life Belgium

avoid the multiple implementation practised earlier and to reduce product development time significantly.

Initially msg.PM was implemented at the group's Belgian insurance subsidiary, ING Life Belgium, and implemented as a central product machine in the new portfolio management system DALI, which had been developed by ING Group itself. The project was launched in 2005. msg systems developed the product model, took over the analysis and implementation, and supervised the project until it went live. This took place on schedule one year later, with a newly developed insurance product and all procedures for the portfolio management of new policies

The project having successfully gone live, ING Group commissioned msg systems with the implementation of further insurance products. Along with the introduction of msg.PM, msg systems developed a complete test suite with an independent calculation engine, which reconciles the results from msg.PM. PM.Runner proved its worth in regression tests: The test time was successfully reduced, while productivity rose. Over the first year of live use the system reported just three errors.

Since 2008, ING Life Belgium has been using the new portfolio management system with the product development tool msg.PM. Implementation went smoothly. And, thanks to msg.PM's easily comprehensible and easy-to-operate development environment, the insurer's staff did not need long introduction periods. After just a week a new team member was capable of carrying out the first steps on his own initiative for the design of new policy tariffs.



Wim Vanaenrode
IT Quality Officer
ING Life Belgium &
Non-Life Belgium

Cost savings and competitive advantages

Central product development using msg.PM has enabled ING Life to save time and reduce costs considerably and to benefit from a faster time-to-market for its products. Thanks to its more clearly arranged product definition, those in charge at ING Life can identify errors earlier and eliminate them more easily. In addition, the modular structure of msg systems' proven standard software makes it possible to assemble new products rapidly from existing portfolio components. And, thanks to the regression tests, higher product quality is likewise guaranteed.

Wim Vanaenrode, IT quality officer at ING Life Belgium & Non-Life Belgium, is very satisfied with these results. By using msg.PM and the new portfolio system, ING Life has been able to make its product development more efficient and realise clear cost benefits. This brings the insurer vital competitive advantages in the strongly contested insurance market. Especially since the company can now offer its customers more flexible insurance products and more favourable tariffs.

msg systems ag

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