

## Gen maintenance outsourced

### Hands on experiences at Delta Lloyd

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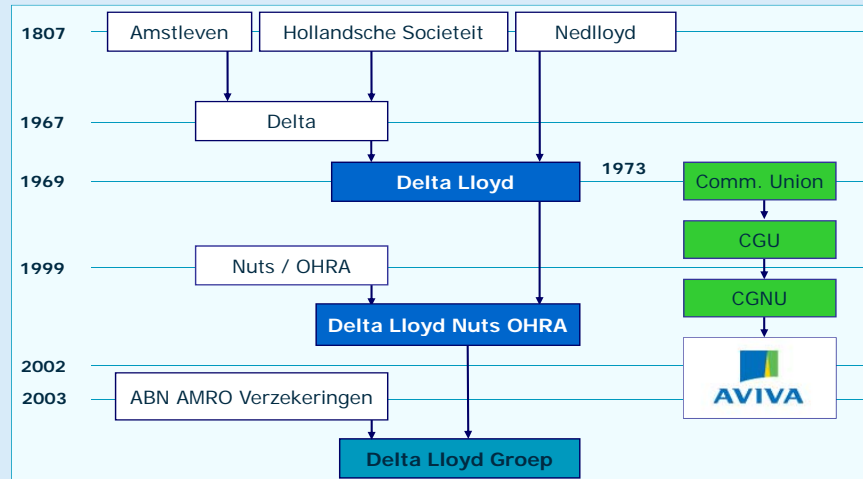


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## History, two centuries Delta Lloyd Group

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## Organization

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### Delta Lloyd Verzekeringen

- Insurances and retirement policies through independent insurance consultants in The Netherlands

### OHRA Verzekeringen

- Direct sales of insurances and retirement policies to private and business customers in The Netherlands

### ABN AMRO Verzekeringen

- Insurances and retirement policies through local offices of ABN AMRO Bank

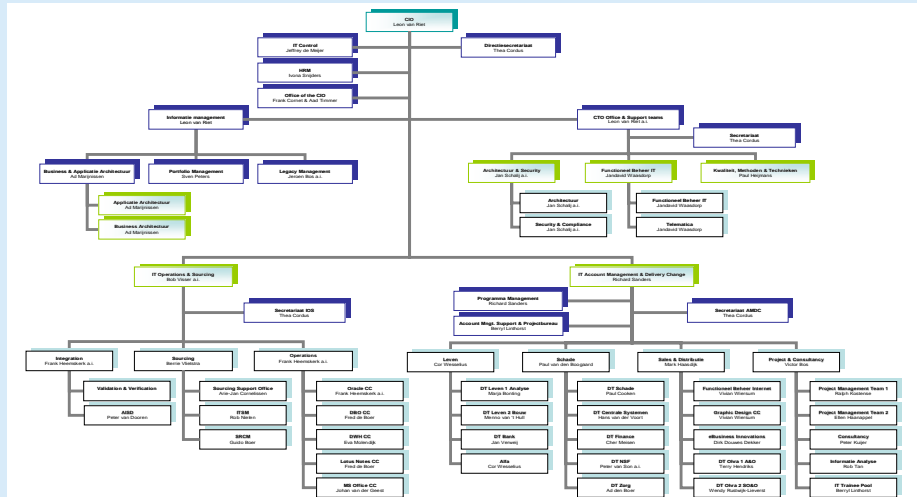
### Delta Lloyd Asset Management

- Asset Management activities in The Netherlands, Belgium and Germany, and real estate investments in The Netherlands

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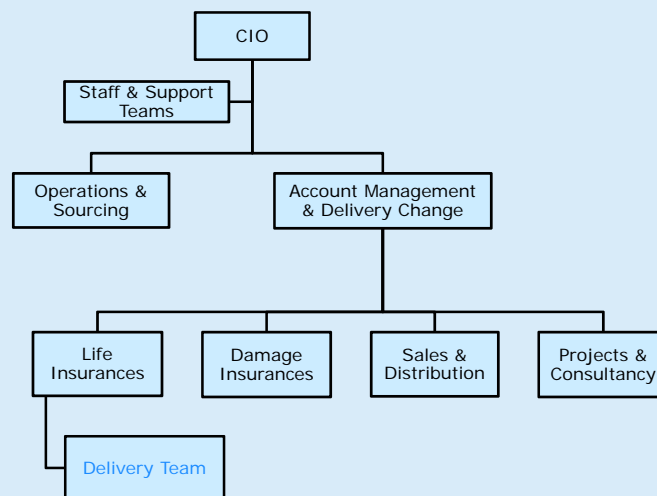
## Organization chart per July 2009



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## Organization chart per July 2009



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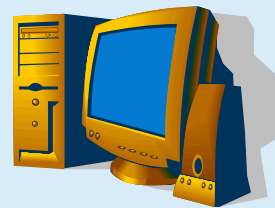
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Responsible for managing and maintaining:

- Mainframe (COBOL) applications
- UNIX (Oracle) applications
- **Gen applications**

Regarding Delta Lloyd Life Insurances

- Three releases per year
- Project participation
- Adaptive and corrective maintenance
- Production support
- Customer support



4 applications:

- 1. Rosy**  
Individual Life Insurance Policy change module
- 2. MUMM**  
Payment module Delta Lloyd Life
- 3. PIA**  
Output management for starting retirement policies
- 4. Volvo**  
Change module car insurances (damage)

### Core applications to run business of Delta Lloyd Life

#### Required:

- Guaranteed continuity
- Technical and application system knowledge

#### Fact of life (2006)

- No (more) internal Gen development capacity

#### Action:

- Outsource management and maintenance of Gen applications

## Cooperation with COOLProfs

### Time line:



2003 – 2005 COOLProfs is involved with project  
“new insurances in Rosy”

2006 – 2007 COOLProfs is responsible for project  
“MUMM” (Delta Lloyd Life payment module)

2006 – 2009 COOLProfs takes care of complete  
Gen development factory

## Cooperation with COOLProfs

### Highlights from maintenance contract between Delta Lloyd and COOLProfs

- 3 FTE
- Technical application maintenance
- Continuity guarantee
- Service Level Agreement
- Resolve incidents



## Cooperation with COOLProfs

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### 3 COOLProfs employees full time at Delta Lloyd

- Gen applications are part of a complex environment (some parts nearly 40 years old)
- A true partner for both IT and business
- Delivering solutions instead of mere capacity
- Expertise build up instead of hiring out people

## Advantages for Delta Lloyd

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- Team commitment
- Knowledge build up
- Solid cooperation with all departments

- In the background

Network of  
*COOLProfs* colleagues



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## Cooperation with *COOLProfs*

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### Recent technical issues

- Upgrade Gen version 6.5 to 7.6
  - thoroughly investigated
  - upgrade executed in 3 weeks
  - big bang implementation
  - no influence on planned functional release
- Investigating possibilities of browser based in stead of Windows Clients
- Replacing Delta Lloyd Life legacy application by expanding functionality of "Rosy"



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### Recent developments within Delta Lloyd

- Much emphasis on (IT) cost reductions
  - Decrease number of external employees
  - Reduce number of suppliers
- COOLProfs employees remain unchanged

### Looking ahead



- 3 out of 4 Gen applications are identified as “target applications” in Delta Lloyd architecture
- More and more cross platform solutions (generic Web Services, SOA, etc)
- Gen expertise will remain very important at Delta Lloyd