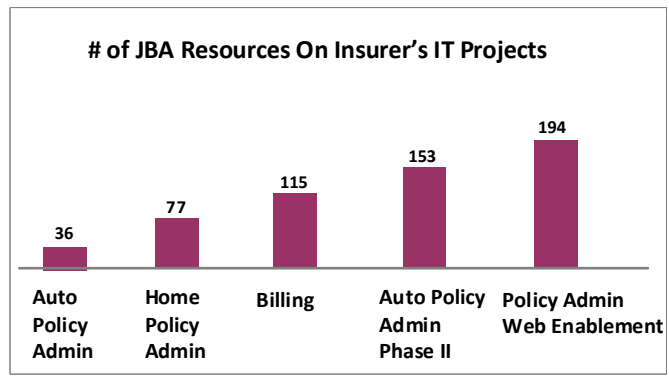


## JBA International Case Studies

### Case Study 1: JBA and a major west coast insurer have enjoyed a long and successful partnership lasting over 14 years

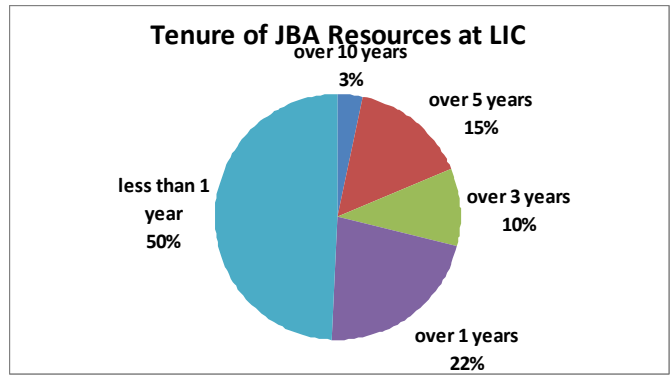
- 572 Contractors have been placed at the Insurer over 14 years with a peak staff count of 276 contractors
- JBA participated in several strategic initiatives that shaped this Insurer's future success:
  - Auto and Home Policy Admin System Replacement,
  - Billing System Replacement,
  - Web-enablement of Auto and Home Policy Admin System,
  - Single Customer View and Alert Notification System,
  - Customer Management System (Sales and Marketing)
  - Business Intelligence Development and Quote Data Extracts



JBA maintains one of the largest databases of IT contractors with insurance experience in the industry

### JBA's quality of resources was evident by their tenure at the Insurer

- 50% of all Contractors engaged one or more years
- Over 25% of all Contractors engaged more than 3 years



- JBA was the only major vendor that allowed unlimited contractor to employee conversions **at no cost to the client**
- 107 JBA contractors converted, equating to 17% of the overall contractors placed by JBA
- The ability to build the Insurer's IT Organization with proven resources substantially reduced the risk of bad hires and poor performers as well as improve the overall employee retention and loyalty

Key Hires from JBA	#
VP	1
AVP	1
Director	3
Program Manager	2
Assistant to Director	1
Manager	8
Architect	3

The Insurer saved over \$2M\*\* in recruiting costs for 107 employees and even more from the intangible savings of instant productivity

\*\*Assuming standard hiring fee of 20% of annual salary to recruiting agencies



## Case Study 2: JBA and a global insurer have enjoyed a 10 year relationship

- **161** Contractors have been placed at the Insurer over 10 years with a peak staff count of **93** contractors
- Key projects include:
  - COGEN Staff Augmentation (1997 – 1999)
  - Replacement of the Legacy Policy and Claims Systems with Web- based Application and Data warehousing (2000-2004)
  - Development of eServices (2005)
  - Deployment of Claims Electronic Files (2006)
  - Policy Billing Integration of Combined Companies (2008)
  - Customer Information Hub (2008)
  - QA and Testing (2007 – )

## JBA grew at this insurer through its high degree of flexibility and resourcefulness

- When the Insurer exhausted all options in finding COGEN resources, JBA was able to rapidly respond by tapping into the Australian, Ireland, and Brazil market.
- When the Insurer had to postpone the rollout of its new policy and claims systems due to performance issues, JBA assembled a team of experts to troubleshoot and repair, allowing the project to successfully implement.

**JBA currently is servicing 70% of projects in the last 2 years with its offshore facilities in India**



- When the Insurer was dissatisfied with the usability of their Policy Self Service application (developed by another vendor) JBA was able to manage the offshore development and deployment of eServices with superior results and improved user experience
- When the Insurer needed Policy Self Service release testing during their merger year and was short on IT funds, JBA provided a number of offshore testing resources free of charge
- When the Insurer “defined” new offshore security standards well beyond ISO 27001 compliance, JBA worked through the process with the Insurer and was the first vendor to be in full compliance.
- When the Insurer needed to staff the Customer Information Hub project with lower priced Chordiant consultants, JBA was able to assemble a strong team for onshore and offshore development with no sacrifice in quality (JBA has subsequently become their preferred Chordiant vendor)

**JBA believes in the partnership model with their clients and prove it every day through their daily interactions and their ability to resolve critical issues**

