



# Technology Solutions

## Contact us

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**When you need to deliver a technology change or BAU programme, Operate's experienced technology professionals can help.**

Operate's Technology Solutions team can help you solve your most challenging operational problems.

Skilled in a range of disciplines and methodologies, we can perform our work at locations that suit you and with a model that suits you as well.

Our team is made up of highly experienced PwC employees with a strong record of developing and delivering solutions, project management and testing.



## Our services

### Programme, portfolio and project management

Operate can provide people who can lead and manage complex technology delivery programmes across all stages of the life cycle.

With an understanding of rapid/agile and traditional methodologies, and experience of technical delivery management, our people can help drive your programme to completion. We can also manage various aspects of your IT portfolio on an ongoing basis.

We can provide Technology Programme Managers, Technical Delivery Managers, Technical Project Managers and Scrum Masters.

### Solutions architecture

Solutions architects are great at visualising and designing end-to-end solutions for our clients.

Our technical, security, domain and data architects have extensive industry experience and are used to operating across mixed infrastructure environments and solutions, digital technologies and wider propositions.

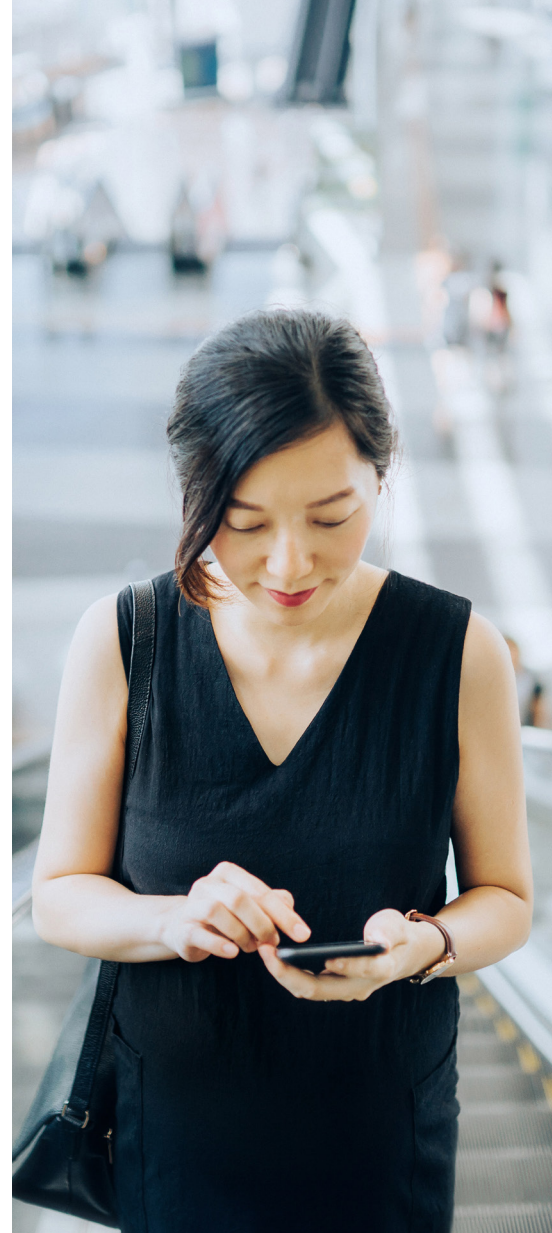
### Technical business solutions analysis

Our analysts assist clients in shaping and delivering their technology-enabled business change programmes.

### Solutions development and testing

Our developers and testers have deep functional knowledge of a range of programming languages and development methodologies.

Whether you are responding to an urgent regulatory or economic change, we can provide a range of software developers and configurers, digital experts and data scientists to carry out application development. We can also deliver user acceptance testing and system integration testing.



## Case study

### Multinational Insurance Group – Solution development and testing

#### Client issue

Our client, a multinational insurance group, needed to be able to send data to a UK carrier post-Brexit to enable them to write EU and UK business and pass the data seamlessly to their new UK carrier.

Operate's development team had to work with the new carrier, carry out data mapping and capture functional and non-functional requirements for both the carrier and the client. The data they sent had to match exactly on both sides as it was financial data which would be used to send payments (premiums and claims) to the new carrier. There would be no room for error.

#### PwC approach

As the project was Brexit related, the team had to gain a clear understanding of the current and potential future challenges the client faced in order to undertake it.

They also had to operate to the client's timeline, which specified that the project had to be completed in advance of the UK leaving the European Union, on 29 March 2019.

Starting in the last week of January, the team worked in an agile approach, ensuring all of the development was completed by mid-February and on schedule for System Integration Testing, followed by user acceptance testing.

#### Outcome and benefit to client

The impact the project team has made stems far beyond the project itself and to the client, who we helped become Brexit-ready. The delivery of the project will also ensure that the client can continue to write EU and UK business for its customers, post-Brexit.

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