

The Go-Live Must Go On!

Application release and data migration unaffected by Covid-19

A major insurance company in the Asia-Pacific region had planned for an April 2020 go-live for its TCS BaNCS deployment. This was a long-awaited deployment, as the culmination of a multi-phase migration of multiple policy administration systems.

The outbreak of Covid-19 put the go-live timeline in jeopardy. In mid-March, with three more weeks of testing on the calendar, all client and TCS resources on the entire project team was instructed to work from home.

In response, the combined team fostered 24x7 collaboration, including daily catch-up meetings and hourly reporting of tracking metrics to key stakeholders. Also, the team took an extremely proactive stance on issue resolution with additional dress rehearsals and extra provisions for contingencies during the cut-over.

By taking decisive action, the go-live succeed with on-time completion, with zero defects or incidents raised.

Following the go-live, the client communicated the successful outcome to its customers, thereby earning their appreciation while increasing customer confidence.

