



CUSTOMER SUCCESS STORY



Pacífico Seguros

Accelerates the Delivery of New Services and Products to Its Customers With Solutions From CA Technologies

CLIENT PROFILE

Company: Pacifico Seguros

Industry: Insurance

Employees: 5,000+

BUSINESS

As a leading company in the Peruvian insurance market, Pacifico Seguros has more than 5,000 professionals dedicated to providing a comprehensive selection of health and insurance products and services to customers.

CHALLENGE

The project management office had the challenge of adequately integrating bimodal management schemes in their project portfolios, as well as adopting agile best practices at all levels.

SOLUTION

To give greater visibility to project portfolio, Pacifico Seguros adopted CA Project & Portfolio Management (CA PPM), integrated with CA Agile Central, which was fundamental to the implementation of new, agile work practices.

BENEFIT

The company reduced IT project delivery time by 30 percent, with clear improvements in areas such as demand management and project delivery for different business areas.

Business

Offering general and life insurance, Pacífico Seguros forms part of Credicorp, the largest financial holdings company in Peru.

The story of the company begins in 1944, with the founding of El Pacífico. Over the years, Pacífico Grupo Asegurador grew its operations through important alliances, mergers and acquisitions, becoming the leading business in the Peruvian insurance market. With the principal objective of helping its customers to manage risks and protect what they value most, Pacífico Seguros provides a comprehensive offer of products and services to its clients. The business has over 5,000 professionals dedicated to providing life, car and travel insurance, health plans, medical insurance and benefits, among other lines of business. Offering general and life insurance, Pacífico Seguros forms part of Credicorp, the largest financial holdings company in Peru.

Challenge

"With our project volumes growing, we needed tools to help us organize and transform our processes."

María Luisa Aguilar

Business Solutions Manager,
Pacífico Seguros

Toward the end of 2016, Pacífico Seguros decided that it was time to create its own project management office (PMO), which would be responsible for defining best practices for agile and standardizing governance procedures for processes such as demand management, project development, project planning, status updates, application maintenance and supplier management, among others.

According to María Luisa Aguilar, Business Solutions Manager, the objective is to deliver expected value within the agreed timeframe and budget. "To achieve that, we face the challenge of adequately integrating bimodal management schemes within our portfolio of projects—enabling us to manage traditional and agile development methodologies simultaneously," she says. One aspect of the remit was the adoption of agile methodologies, which were already being used with success in the IT department. "We decided to replicate these agile practices in the business solutions area, with the objective of improving the productivity and quality of deliveries," she adds.

Originally, the Pacífico Seguros PMO team had used manual processes to manage the project portfolio. "With our project volumes growing, we needed tools to help us organize and transform our processes," she recalls.

Solution

"Using CA Agile Central and CA Project & Portfolio Management was fundamental to begin our transformation."

Juan Pablo Uribe

Senior IT Project Manager
Pacífico Seguros

To satisfy internal demand for project management capabilities and implement agile best practices from the SAFe framework, Pacífico Seguros chose CA Project & Portfolio Management (CA PPM). In parallel, the company deployed CA Agile Central with transformation services.

"Using CA Agile Central and CA PPM was fundamental to begin our transformation. Not only did the consultants provide valuable guidance in the adoption of agile practices, they also helped us integrate solutions such as CA PPM," says Juan Pablo Uribe, IT PMO.

As part of the project, various leaders of the Pacífico Seguros team obtained the SAFe Agilist certification. Uribe emphasizes that the adoption of CA Agile Central was very intuitive, allowing the consolidation of different functionalities. "It was simple for our teams to adopt the solution, because we were already applying agile practices. In the businesses, deployment is taking a little longer, but the rollout will be completed in a short period of time," he remarks.

Today, the solution CA Agile Central is used by more than 120 in-house employees and external resources, including developers, Scrum testing specialists, product owners, product managers, agile coaches, portfolio manager team leaders, and tool administrators.

When it came to selecting CA PPM, María Luise Aguilar recalls that the main criteria were the ability to support bimodal schemes and maintain a clear view of individual project statuses and budgets. "The CA PPM solution was chosen because it offered us the visibility and project management capabilities we wanted," she says.

Uribe adds that the two CA Technologies solutions integrated easily and met all the company's selection criteria. The solutions also enable integration with document management, service desk and DevOps tools, which Pacífico Seguros plans to implement shortly. Uribe valued the software-as-a-service (SaaS) model, as it eliminates the need to deploy physical infrastructure and employ personnel to monitor and maintain the environment.

Benefit

"Project delivery times have been reduced by 20 to 30 percent."

Juan Pablo Uribe

Senior IT Project Manager
Pacífico Seguros

"The level of service that CA Technologies has offered us is excellent. To date, we have not had any service interruptions or availability issues," Uribe remarks, adding that the solutions are used today in demand management processes, portfolio management, project and program management, resource planning management and financial planning management. CA Technologies solutions have helped Pacífico Seguros drive significant changes to its organizational strategy and PMO deliverables.

For Uribe, the main benefits are time to market and productivity. "We had improvements from demand management to project delivery," he recalls. Uribe notes that project delivery times have been reduced by 20 to 30 percent. "This was the improvement in the development of business solutions, which also includes demand management and project delivery to different business areas," he explains. Based on the performance so far, the company estimates it will achieve return on investment within three years. In addition, Pacífico Seguros achieved business benefits including:

- Increased visibility and availability of up-to-date and reliable information
- Agile decision making by executives
- Better-informed decisions around resource investments

"In CA Technologies we have found a dependable and flexible business partner, with a team of consultants who support us not only in technical questions, but also with best practices for agile and business transformation," Uribe adds.

Pacífico Seguros already has plans to integrate CA PPM and CA Agile Central with its service desk solution and others due to be implemented throughout 2018, such as document management and DevOps solutions. "In the long term, we will increase the use of these solutions in other areas of the business, and integrate even more of our portfolio of projects," concludes Uribe.

For more information, please visit ca.com



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