

Protegitic Manages Major Project for Health Super

Project management specialist, Protegitic, has completed a major 18-month business solution initiative for Health Super, which was delivered on time and on budget.



About Health Super

As the industry fund for Australia's health and community services sector, Health Super has assets of more than \$8 billion and is ranked among the top 15 per cent of super funds by SuperRatings, Australia's foremost superannuation research company.

Project Overview

Health Super needed to replace its outdated legacy e-business system with a new strategic platform that will support the full transaction load and superannuation lifecycle for fund members, employers and its call centre. The new application, branded eSuper, would deliver 24/7 web access for more than 220,000 fund members and 3,500 employers that pay super contributions into the fund.

Key Drivers

Health Super Chief Operations Officer, Carol McKelson-Timmins, said the company needed to improve the web services offered to members and employers and upgrade the integrity of data that enters the organisation from external sources.

"In addition, we have implemented new policies and business rules for the management of members' contributions and employers' payroll submissions and these had to be taken into account in the system," she said.

The new and improved systems now support, streamline and automate the management of employer contributions, as well as provide end-to-end member account transacting on the web.

In summary, the key drivers were to:

- Establish a web-oriented system architecture able to adapt, grow and evolve with the organisation, without affecting or needing to change the existing back-office systems.
- Provide all members/employers with 24/7 self-service to their fund/payroll data through a user-friendly web-enabled interface.
- Upgrade the integrity of incoming data.
- Implement new improved policies and business rules.
- Provide end-to-end account transactions and value-added services to members.
- Automate the management of fund contributions.



- Improve call centre back office support by centralising the member and employer views.
- Reduce workloads for administration and IT teams and decrease the burden of repetitive and time consuming data validation processes.
- Render invisible the complexities associated with dealing with separate back-office systems and separate data stores.
- Have the application operational as quickly as possible.

How Protegitic Helped

Like many medium sized organisations, Health Super does not retain full-time senior project management skills in-house. While it does have staff who manage small-scale business and IT initiatives as projects, a project of this scope and size was always going to be a challenge to manage in-house.

Protegitic was appointed to manage this 18-month business solution initiative with up to three Protegitic project managers working from Health Super's office as required by the phase and resource demands of the project. This obviated the need for Health Super to employ ad-hoc contractors for extended periods because Protegitic could provide people as needed through the intense activity periods and the less demanding periods during the project, whilst also retaining knowledge and continuity.

"Protegitic staff provided the bridge between our technical people and the business side of the project and as part of a clearly defined structure, sat above everyone, which worked extremely effectively," Carol said.



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"Protegit worked closely with our project manager from Bravura Solutions, our existing supplier of superannuation applications. Although the ICT vendors were initially hesitant to work with external project managers, it wasn't long into the project before they acknowledged the value of Protegit. And when completed, they said it was an extremely smooth and trouble free project because of an integrated team effort and clear communication channels. It resulted in a very effective project partnership."

Responsibilities undertaken by Protegit included requirements definition, request for proposal management, vendor selection management, contract negotiation, planning, mobilisation, implementation support, testing and training.

Risk Analysis

Extensive and ongoing risk analysis was undertaken by Protegit at the commencement and during the course of the project. This included risk profiling and risk identification, which led to the negotiation strategy that resulted in a "green-light" status.

Business Benefits

As one of Australia's top superannuation funds, Health Super needs to offer its members and employers an up to date, secure service with access to their accounts 24 hours a day, 7 days a week.

This project has seen the replacement of an aging system with Bravura Solutions' ePASS and rebranded eSuper, which handles the full transaction lifecycle of superannuation for fund members, employers and call centre support.



Carol McKelson-Timmins

Business benefits include improved member online experience, improved employer contribution processing, improved call centre back office support functionality and reduced workloads for the administration and IT teams.

"In addition," said Carol McKelson-Timmins, "our internal staff acquired considerable project management expertise and skill having worked with

the Protegit project management team for the duration of the project.

"Protegit's professional approach brought with it methodologies for every aspect of the project. One of the things that happens with projects managed in-house is that activities such as documentation, quality assurance and end-user readiness training seem to get lost. Whereas with our project, Protegit ensured all bases were being covered off as it progressed.

"While using professional project managers is a significant investment, it is unlikely that this project would have been delivered on time and on budget without Protegit running it. We appreciate that project management is a specialist skill and as soon as it was implemented, we started reaping the benefits.

"Knowing that the project was being managed professionally provided management with a higher level of confidence in a successful outcome," added Ms McKelson-Timmins.

Summary of Results

Strategic

- Implementation of a contemporary web-oriented system architecture that can grow with demand and adapt to the future needs of the company.
- An improved service for members, who are provided with online access to their fund and other products for end-to-end account transactions.
- Employers now have online access to their payroll data to allow for easy management of fund contributions.
- New policies and business rules have been implemented and improvements can easily be incorporated in the future.
- Project delivered on time and on budget.
- Strong scope management, quality assurance, business governance and business benefits management focus provided by Protegit.
- Business benefits reaped immediately.

Operational

- The integrity of incoming data has been optimised.
- Workloads for administration and IT teams has reduced.
- Repetitive and time consuming data validation processes are minimised.
- Separate back-office systems and data stores are accessible via one view.
- The call centre back office support has been improved.
- Training, documentation and post implementation review successfully delivered.
- Health Super's acquisition of strategic project management skills through working with Protegit.

About Protegit

Protegit provides strategic project management services and has experience in enterprise level projects across various industry sectors including finance, mining and manufacturing, government, defence and retail. It offers full life-cycle project management services from boardroom project strategy facilitation through to implementation; ensuring projects are delivered on time, within budget, at specified quality levels, with ongoing risk assessment and management, and with a business benefits realisation objective. With 35 employees across Asia Pacific, Protegit is headquartered in Adelaide and has offices and representatives across Australia and South East Asia.

