



# Avantis & Arena Systems – Unipro/OutSystems Case study

## Introduction

Avantis provide back-office services within the insurance industry and can deploy resource to support MGA's launch their services quickly and efficiently. Through Arena Systems they have developed a suite of excellent system solutions that can cope with varying levels of risk complexity

Part of the Arena Systems service offering includes the Actor II software which provides a full end to end insurance system capturing all relevant data from initial enquiry through to capacity settlement. Actor II provides risk data capture, policy production, premium transactions, claims management, cashbook and ledger management, aged debt monitoring, MI reporting and capacity bordereaux production.

Unipro and Arena have been working together to replicate the existing Actor II system on a more modern and scalable platform – Actor III.

### Actor III project objectives:

1. Actor III must be built on a modern technology platform.
2. The new solution must be both commercially and technically scalable.
3. It must have a supportable enterprise codebase.
4. All clients on the Actor II system will need to be migrated over as the project goes live.

**Unipro has introduced and coached agile methodology to Arena Systems over the past 2 years.**



## Challenges/Pain points

Due to significant growth Arena Systems requires their Actor II system to be expanded and scaled up in order to meet the new demand. However, Actor II was unable to meet the requirements as it uses an unsupported codebase.

Unipro in partnership with OutSystems has undertaken the Actor III project, which aims to resolve the challenges of Actor II's scalability and the move to a new modern technology platform with supportable enterprise code.

**Actor III which is an online platform for MGA's needed to be able to perform the following functions:**



**Input and manage risk**



**Process and monitor premium cashflow**



**Manage claims**



**Manage cashbook and ledger functionality**



**Generate monthly reports**

This project was broken down into initially six phases comprising of project scoping and building out three different functionality requirements. Unipro was able to add value by supporting Arena Systems with upskilling their team through augmented resources, resulting in an additional three phases being added to the project. Unipro today continues to work closely with Arena Systems supporting their team and latest innovations.

# Project approach

The project was broken down into distinct areas:

## Phase 1

Project scoping – system requirements, delivery approach, feature set, technology platform selection.

## Phase 2

Build the application core – the core of the project is defined as the shared functionality and data sets common across all MGAs; from this core, it will then be possible to build variants across all MGA's.

## Phase 3

Continue to build the application core based on reviews from phase 2.

## Phase 4

Build out risks, premiums, and claims functionality

## Phase 5

Cashbook and ledger functionality.

## Phase 6

Bespoke form builder functionality to allow system users to build forms using a GUI, rather than build forms through code; build an MVP for an MGA client, including extending core functionality and replicating a broker portal from an existing system into Actor III.

## Phase 7

Additional work to Actor III systems included investigations around two-factor authentication (2FA) system for brokers along with the development of a single secure sign-on for a breadth of users from clients, brokers to MGA's. The Actor III portal built-in OutSystems allowed Arena to extend and provision specific portal functionality to different users.

## Phase 8

This phase was kicked off with a series of collaborative workshops designed to confirm the support required for Arena Systems to progress with the project. Phase 8 was primarily to complete the policy documentation solution, set up external file storage solutions with Unipro supplying augmented developer resources. Unipro provided coaching for Arena's team on promoting code through development and the staging environment to production.

## Phase 9

Unipro has been providing ongoing development and project support to Arena as they launch their first MVP to one of their MGA clients. Providing quick turnaround of any issues raised and supporting Arena's product owners with prioritizing a product backlog for future phases of work.

“ The Unipro team are incredibly friendly and easy to work with. Their sheer breadth and depth of knowledge when it comes to planning and executing our digital project within Low-Code has been invaluable to Arena Systems. From project conception through to Project Management, they have kept us on target and to budget. I could not recommend Unipro enough. ”

– Andy Hibbs, Director at Arena Systems Group

## How we work!

Throughout the partnership, Unipro has run collaborative workshops, road mapping sessions to outline key functionality and design, while scoping new innovative enhancements which have been added to the backlog for future iteration and development.

Our agile methodology was introduced to Arena and utilized as a framework to ensure a fast and efficient project delivery. Unipro has for many years used agile methodology to deliver successful enterprise-scale projects.

The ceremonies include:



**Morning daily stand-up meeting** - to review the previous day's work, outline work for the day, and raise any issues blocking progress.



**Sprint demo** - at the end of every sprint, the team will demonstrate the work produced. Each sprint is carried out over 2 weeks to maintain a consistent pace.



**Sprint planning sessions** - agree the scope and goals for the next sprint along with reviewing items from the backlog to be included.





# How we work!

## Entry criteria

Before commencement of each phase of work, from discussions with Arena Systems, Unipro built a detailed Statement of Work (SOW) outlining the goals and deliverables for that phase.

The SOW outlines the high-level deliverable for the phase of work from planning, scoping, and product backlog review sessions with the client.

## Exit criteria

Unipro worked with Arena Systems to define the criteria for acceptance of work being delivered.

Unipro runs Quality Assurance (QA) on the work being delivered by the delivery team. Before work is handed to the client for review and acceptance sign-off:



**Functional testing is carried out against agreed acceptance criteria.**



**Visual and cross-browser testing is carried out against an agreed suite of supported browsers, and devices.**



**Root cause analysis is conducted against unexpected issues, bugs and inconsistencies in functionality.**

Not until the work has been signed off by the QA team is it handed to the client for final review, acceptance, and marked as complete.

At the end of each phase of work- or sprint depending on how the project phase has been set-up the team meets to review progress and generate project reports, usually in the form of burndown charts and feedback to retrospectives.

# Conclusion

Unipro is in the final phases of the Actor III project and are continuing to work with Arena Systems on building out more phased products for their clients. Through team augmentation, the team works as one.

