



Benchmarking interview with Delta Lloyd Deutschland AG

Securing control and flexibility

The financial services provider Delta Lloyd carries out regular benchmarks at its outsourced data centre. IT Director Dr Veronika Simons explained the reasons for this.

Maturity: Dr Simons, you outsourced your data centre to IBM years ago and overall it appeared to have been a success. Nevertheless you entered a contract to have a root and branch review carried out. Why?

Simons: Because the corporate world and the world of IT are changing much too rapidly to remain stagnant for a period of years. Delta Lloyd concluded the contract with IBM in 1996 and subsequently revised it for the first time in 2001. During the course of this process IBM undertook to have its services and prices benchmarked at regular intervals. So really this review was by no means out of the ordinary.

Maturity: What were the main questions you wanted to answer with the benchmark project?

Simons: Not only did we want to know whether the prices we were paying were at the right level for the market or whether we were paying too much for a particular service, but we also primarily wanted to know whether the processes were the right ones, whether we had defined the services and the corresponding interfaces into the company correctly and whether the whole package was both adequately flexible and also controllable.

Maturity: Were you dissatisfied with the status quo?

Simons: Our working relationship with IBM has always been and continues to be good, some of the people involved have known each other for years now and work together whenever required. But the whole thing is highly dependent on the individual. Many of our requirements had not been formulated in sufficiently concrete terms and backed by the appropriate processes. That represents a considerable level of risk and personal dependencies for both sides.

Maturity: How does IBM view it? Will your partner have to make massive improvements?

Simons: IBM reacted extremely positively. Ultimately a benchmarking process is designed to create transparency for both parties and provide important stimulus for a partnership. And initially the burden is on Delta Lloyd since we must define more accurately exactly which services we need and what level of flexibility they should have.

Maturity: What was the best thing to come out of the project?

Simons: I now know exactly where we stand and where we can improve. The last contract review was held shortly before I joined Delta Lloyd. That

Profile



Company
Delta Lloyd

Websites
www.deltalloyd.de

The interviewee
Dr Veronika Simons is a Director of Delta Lloyd Deutschland AG where her responsibilities include IT.

“I now know exactly where we stand and where we can improve.”

Dr. Veronika Simons, CIO Delta Lloyd

meant that I had a feeling of disquiet for a long time that something was not quite running correctly but it was totally vague. Now we can see clearly what the situation really is. ■