



## Achieving The Impossible

Hubco worked with Australia's leading superannuation administrator, serving approximately 60% of Australia's 'industry based' superannuation funds. The customer had the challenge of integrating multiple information silos and systems to establish a heterogeneous systems environment.

The challenge was to provide seamless access to services for a variety of retailer front ends. The customer's employees were working across multiple systems, resulting in significant training requirements, cost and complexity in resolving issues. The customer required a systems infrastructure to serve its back end banking systems, providing the banking services for many of the superannuation funds in the industry.

Mid way through the project, the goal posts moved and the customer was about to experience growth by acquisition of a major new customer. Timely delivery of these systems requirements became critical to the business' expansion and future continued success.

Hubco delivered a single client system for employees to use with the ability to access multiple customers' information at the back end. The webMethods platform was used to provide an application layer to present silos as a single logical application suite. The integration challenge was to make it work. Hubco provided the Chief Integration Architect and some of the developers to implement the project, teaming up with the client's project management skills and expertise.

As a result of changes in the business environment, the delivery deadline was reduced by 6 months. The project plan altered significantly. Tasks were done in parallel versus being done independently as originally planned. This increased the project risk significantly. The imperative for the changes was due to the company achieving a major new sale, which was made on the basis of the new system delivering increased efficiencies and the ability to open up new markets. The reduced timeframe for delivery and the budget constraint provided a significant challenge.

The project was a huge success. The system change did not lose 1 cent in the process, despite constant changes in funds and real time money movements, second by second. The customer, aided by Hubco, pulled off a high risk project, which their future success was relying on. The experience, competency and expertise of Hubco staff contributed significantly to the excellent outcome.

The project delivered a decrease in administration costs and an increase in staff productivity. Skills transfer to the client's staff was an important requirement of the project. This was completed successfully and ensured that the client's staff continued to develop and implement new projects post implementation.

Due to its new found agility to take on new retail clients, quickly and easily, the client's customer base increased and market share rose substantially. Building on this success, the customer has won another major new retail client.

### Contact us at Hubco:

**Phone:** (General Inquiries) +61 3 9625 0255 | **Fax:** +61 3 9775 2319 | **Email:** info@hubco.net.au  
**Address:** Hubco Pty Ltd, 4/15 Exploration Lane, Melbourne VIC 3000