

 Future Processing

THOMAS MILLER

CONTENTS

1. INTRODUCTION	2
2. ABOUT THE CLIENT	2
3. FUTURE PROCESSING'S ROLE	3
4. BENEFITS OF THE PARTNERSHIP	4
5. LOOKING TO THE FUTURE	4

INTRODUCTION

There are many reasons why an organisation would use an off-shore software development company.

The availability of lower cost development staff is one clear attraction. Additionally, the overseas provider may offer alternative and be able to supplement the existing skills of the host development team.

Key to the success of any such project moreover, is that the off-shore development team works to the specification and within the parameters defined by the client's IT Management and personnel. However the ability to be flexible and, when relevant, contribute ideas for consideration from the offshore partner's own technical knowledge and experience, can add a powerful dimension to the progress and ultimate quality of the project result. The collaboration between the Thomas Miller Group and Future Processing offers one such example leading Thomas Miller's Head of Business Systems, Stephen Lambert, to view Future Processing as:

 *A trustworthy and reliable partner for building high quality and affordable applications that are successfully delivered.*

ABOUT THE CLIENT

[Thomas Miller](#) is an independent and international provider of insurance, professional and investment services. Most of the businesses the company currently owns or manages are acknowledged leaders in their chosen specialist market.

These include UK Defence Club which provides legal costs insurance to the maritime industry, [UK Protection & Indemnity \(P&I\)](#) which offers protection and indemnity insurance for ship owners and operators and the UK War Risks Club which covers shipping damage and loss from piracy, terrorism and related risks.

FUTURE PROCESSING'S ROLE

In one of the earliest projects, Future Processing was commissioned to work on a solution for BAR Mutual, a Thomas Miller managed insurance scheme that provides professional indemnity insurance for the 13,000 self-employed barristers in England and Wales.

Working in tandem with the Thomas Miller team, Future Processing provided the necessary and complementary skills for UI/UX and credit card payments and enabled the project to deliver a result to market in a far shorter timescale.

The resulting application now allows UK barristers to renew and pay on-line. Critical to the success of this project, from Thomas Miller's viewpoint, was that Future Processing enabled their clients to have uninterrupted use of the existing system while redevelopment was taking place.

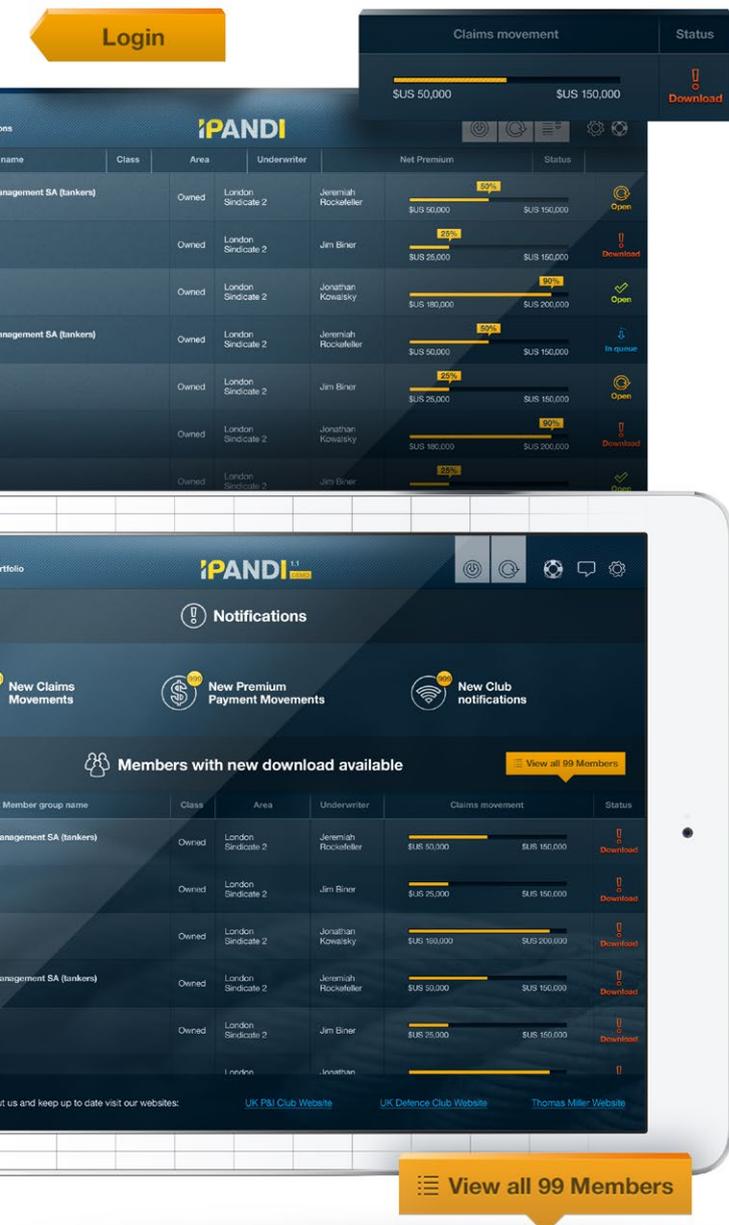
WORKING TOGETHER - "A VITAL INGREDIENT"

Buoyed by this success, Thomas Miller contracted Future Processing to be part of a project to build a native iPad/iOS App - iPandi - to give more efficient and quicker access to data for their clients. Up until that point, UK P&I and UK Defence Club members had to contact the relevant offices to glean this information. The first priority was to give customers access to their own fleet data including both record statements and individual ship documentation instantly and on-line.

This project confirmed and provided yet another example of how well the two development teams successfully work together: The Thomas Miller team designed the database access and built the data integration using SOA. The Future Processing staff developed the front end UI/UX design, application build and then carried out the test execution. Interestingly, the resulting product was awarded runner up prize in the Insurance Day Award Technological Initiative of the Year competition.

As Stephen Lambert points out:

The real value, from my perspective, was not that Future Processing solved the problem but that they contributed a vital input to the end solution we achieved together. Future Processing provided UI/UX and iOS expertise. These are skills we don't have, or frankly even need, when we work with them. I was particularly pleased with the off-line data management capabilities of the App that they delivered. These are a huge benefit to the user and, as an outcome, very much reflect the collaborative and synergistic nature of working with Future Processing.



BENEFITS OF THE PARTNERSHIP

Thomas Miller continued the partnership with Future Processing to deliver redevelopments in a number of Group IT projects.

One such was for Building LifePlans (BLP) a provider of comprehensive housing warranty and commercial property latent defects insurance since 1999.

The launch of the BLP portal delivered large steps forward in convenience for the company's clients as they now obtain insurance quotes easily and quickly on-line. As part of this, other smaller projects were also undertaken: BLP invoice reminder is an application to track outstanding invoices and send reminders for payment, a CRM service allows faster data searches and extraction and an intranet site helps in-house communication and knowledge sharing.

Thanks to cooperation with Future Processing we were able to deliver more projects and add value to our businesses

LOOKING TO THE FUTURE

Clearly the Thomas Miller Group is a forward-thinking organisation and recognises the need to innovate.

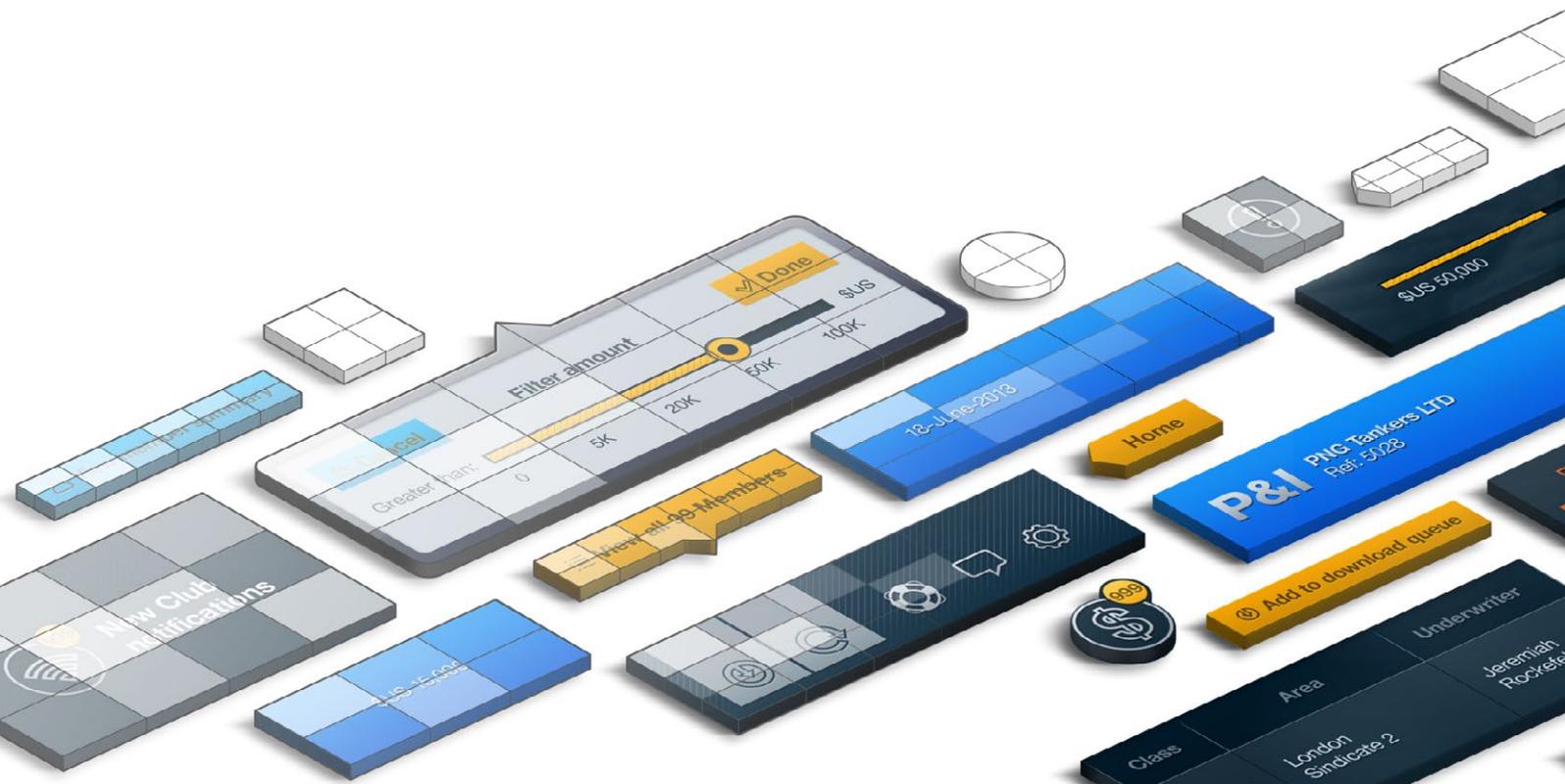
Their involvement with Future Processing appears set to continue in other development projects as changing client needs, and their requirement for secure access to on-line information, are identified.

Looking ahead, Stephen Lambert is pragmatic about what the partnership with Future Processing has brought already and will continue to bring:

The essence of our collaboration is that Future Processing has always given us the right-sized and appropriately skilled teams to execute the successful delivery of improved customer-facing solutions. They have added significantly to the quality of the end result by their specific skills in the user interface design, application build, system integration and test execution elements. The partnership has worked well.



CAN WE HELP YOU SOLVE YOUR BUSINESS PROBLEM? CONTACT US TO FIND OUT.





CONTACT US:

 **Future Processing**

Future Processing
ul. Bojkowska 37A
44-100 Gliwice
POLAND

+48 32 461 23 00
sales@future-processing.com
www.future-processing.com