

# John Hancock Annuities Web Portal

## Maintaining and Enhancing John Hancock's Award Winning Customer-Facing Annuities Management Web Portal

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**The Client:** John Hancock Financial Services, Boston, MA – #2 US Market Ranking for Annuities

**Service Context:** The John Hancock Annuities Management Web Portal is the company's primary customer-facing web application allowing John Hancock's clients to manage their fixed and variable annuities portfolios and execute related financial transactions, including fund contributions, allocations, distributions, transfers, etc. This web portal serves millions of end-customers with high transaction volumes, and is considered critical by John Hancock. The JHAnnuities.com portal won the **2008 Best Investment Website** award from the Web Marketing Association as well as the **Gold prize at the Corporate Insight Monitor Awards in 2009 and 2010**.

**Aprosoft's Role:** Aprosoft was engaged by John Hancock Financial Services to help maintain enhance, and where needed, develop various IT systems to service the company's Wealth Management division. A team of almost 30 software engineers were engaged over a period of over 4 years to perform various software maintenance and development tasks across numerous systems, including the highly critical JHAnnuities.com web portal. The offshore team from Aprosoft worked closely with the onshore John Hancock project managers, leads and business analysts to deliver the assigned tasks with high quality, on-time schedules and at significant cost savings.

Some of the direct tasks performed by the Aprosoft team on the JH Annuities portal included:

- Developed and maintained software code (ASP.NET, Web Services, Database procedures)
- Implemented new functionality for the application via direct interaction with John Hancock Business Analysts and Subject Matter Experts.
- Worked on reducing legacy defect back log for the application
- Managed workflow and task assignment of all new functionality and defect assignments
- Worked with John Hancock Business Sponsors regarding release schedule and product feature inclusion for all releases

Additional Engagements with John Hancock included:

- Development and maintenance of Web Services for data communication between JH and customers/industry partners
- Development of JH Annuities Business Intelligence, ETL and Reporting services (Datawarehousing and Informatica ETL)

- John Hancock Mutual Funds Portfolio Management system – developed UI and reports for the application
- Re-architected and ported legacy applications to .NET based applications (e.g. VB 6 to ASP.NET)

**Technologies Used:** ASP.NET, C#, VB.NET, SQL Server 2008, Web Services, T-SQL Stored Procedures, XML

**Key Outcomes:**

During Aprosoft's engagement period with John Hancock between Sep 2006 and Dec 2010, Aprosoft had delivered all its projects on time and with high quality. Close to 30 software engineers were engaged across several teams continuously during the contract period and included work in complex business domain areas of financial services and life insurance. In particular, a large team was engaged in maintaining and enhancing John Hancock's end-customer facing enterprise web portal for Annuities. The offshore resources from Aprosoft worked directly under the supervision of project managers and team leads from John Hancock, and also worked independently on Aprosoft managed projects for John Hancock.

The cost savings were significant for John Hancock, with an average savings of over 66% when compared to completing the same work with only John Hancock internal resources. After resources were ramped up with the domain knowledge and technical environment, offshore productivity was measured at par with US resources. The employee retention rate of Aprosoft team members on the John Hancock projects over the 4 year period was very high with a yearly employee turnover rate of less than 5%.

John Hancock had won several industry awards for software systems and web portals directly developed by the Aprosoft offshore team in 2008, 2009 and 2010. In particular, John Hancock Annuities had won the **2008 Best Investment Website** award from the Web Marketing Association:

<http://www.webaward.org/winner.asp?eid=10394>. And in 2009 and 2010, JH Annuities won the **Gold prize at the Corporate Insight Monitor Awards:**

**prize at the Corporate Insight Monitor Awards:**

[http://www.johnhancock.com/about/news\\_details.php?fn=aug0910-text&yr=2010](http://www.johnhancock.com/about/news_details.php?fn=aug0910-text&yr=2010)

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