

What is Project Gloria?

- ▶ **Global**, integrated **re**insurance processing, administration, accounting and claims **ap**plication.
- ▶ Built on SAP's modular enterprise computing platform, customized for the MR Group.
- ▶ Supports the capture, consolidation and analysis of data at a global level across the Group.
- ▶ More than just a new software application, Gloria represents fundamental changes in business processes, implemented so that we can grow together and successfully meet the challenges of the future.

What are the Benefits?

- ▶ Improved global consistency, timeliness and accuracy of data, which enhances analysis and strategy setting.
- ▶ On-line, real-time management information, leading to better decisions and fewer errors.
- ▶ Standardization of many processes across the Group, which facilitates the implementation of best practices and enhances organizational flexibility (i.e., the ability to easily support one unit or organization with staff from another).
- ▶ Increased competitiveness through detailed performance measurement and comparison.
- ▶ Reduced processing costs via an integrated platform that eliminates multiple data entry.
- ▶ Enhanced global risk management.

What are the Challenges?

Gloria will likely lead to changes in the business processes we use. Some of these processes will change completely, while individual tasks and roles could be altered as well. Thus, we must prioritize functionality requirements into those that are truly critical and those that are less essential - and do our best to redesign processes accordingly.

How Do I Find Out More about Gloria?

The best way to find out more about Project Gloria is by asking your change agent. For a list of change agents, see AmRe Central's [Gloria >>](#) section. And, while you're there, remember to check out the ongoing series of Gloria articles and updates.

What is the Implementation Schedule?

Implementation Phase	Description	Schedule
Phase 1 (BuPa):	Business Partner module ("BuPa") replaces customer name and address file and interfaces with RAPS, SICS and Smartstream vendor file. New Central Maintenance Unit ("CMU") manages single, global BuPa database.	June 2004.
Phase 2 (Basic System):	Financial Services - ReInsurance ("FS-RI") and other SAP modules (collectively called the "Basic" system) replaces SICS and STUMPS for treaty and fac program processing and accounting and CLP for treaty claims. The Basic System also interfaces with RAPS.	Full implementation at MR in August 2005; at AmRe in April 2006.
Phase 3 (Risk Mgr):	Risk Manager P&C module planned to replace GRIP and FRP.	TBD (probably not before 2007).

What is the Development Process?

BuPa at AmRe and MR:

Complete	> Business Process Design by Business Group Master ("BGM") and Business Advisers ("BAs") – completed in 2003
	> Impact Analysis and Impact Solution Design – completed by BGM and BAs in 2003
	> Programming, Configuration, Testing & Data Conversion – completed in mid-2004
	> Training – completed by Team Training in May – July 2004
	> Rollout and Implementation – completed by Team Rollout & Support ("R&S") with help of change agents ("CAs") in mid-2004
	> Formation of the Global SAP Support Team (GSST) – completed in June 2004
To Be Done	> Transition to Routine Maintenance – to be completed by R&S with help of CAs during second half of 2004

Basic System at AmRe:

Complete	> Global Business Process Design by BGM and BAs – completed in 2004
	> Impact Analysis by Team Process & Organization ("P&O"), working with affected business units through BGM and Change Agents – completed in August 2004
Coming Soon	> Impact Solution Design by P&O, working with BGM and CAs to present proposed plans to business owners – to be completed by late-2004/early-2005
	> Programming, Configuration, Testing & Data Conversion – to be completed by late-2005
To Be Done	> Training – to be completed with help of CAs by early-2006
	> Rollout and Implementation – to be completed by Team Rollout & Support ("R&S") with help of CAs for full implementation by early-2006
	> Transition to Routine Maintenance – to be completed by Team R&S with help of CAs during 2006

Who is Involved (at AmRe)?

- ▶ Impact Team: W. Engshuber, D. Adesso, J. Burke, D. Butler, S. Iannaccone, S. Levy, P. Roeper, M. Salton, and J. Zito
- ▶ AmRe Project Manager: John Zito
- ▶ Implementation Manager: Diane Butler
- ▶ BAs: see the list on AmRe Central's [Gloria_>>](#) section
- ▶ BGM: see the list on AmRe Central's [Gloria_>>](#) section; AmRe's BGM Team Manager is Al Carini
- ▶ Central Maintenance Unit (CMU): Sharon Yusko
- ▶ CAs: see the list on AmRe Central's [Gloria_>>](#) section
- ▶ P&O: Stacey Gleeson, David Tomarchio
- ▶ Team Data Cleansing: Erik Matson, John Deck
- ▶ Team IT Conversion: Seto Chice
- ▶ Team IT Interfaces: Jimmy Hsu
- ▶ Team Training: Rick Hanley
- ▶ Team R&S: Rich Lees, Wayne Maszewski

For a list of the change agents, see AmRe Central's [Gloria_>>](#) section. Employees are encouraged to learn the identity of their local change agent and begin a dialogue with them about Project Gloria and its potential impacts on the work of their division. For general questions, send an e-mail to the [Gloria Questions from AmRe](#) mailbox.



Gloria Glossary:

System Components

- ▶ **Basic System:** Consists of FS-RI, FS-CD, Business Warehouse, SGL and other underlying SAP modules including BuPa. It will interface with RAPS, providing treaty, facultative program, and claims processing and accounting. Scheduled implementation at AmRe is April 2006.
- ▶ **Business Partner (BuPa):** Customer name and address module for SAP. BuPa contains data on client addresses, hierarchy and bank accounts. This data will be validated and maintained by the Central Maintenance Unit (CMU). Implemented at AmRe and Munich Re in June 2004.
- ▶ **FS-CD (Financial Services - Collections and Disbursements):** SAP's cash and disbursement module. FS-CD will interface with FS-RI to support the cash application and collection-related activities associated with reinsurance accounting.
- ▶ **FS-RI (Financial Services - Reinsurance):** FS-RI is the principal reinsurance module of the SAP system, processing treaty and program transactions, accounts and claims/losses. It also delivers cash management and accounting data to other SAP modules.
- ▶ **Productive General Ledger (PGL):** The PGL for MRM is an existing SAP platform but for AmRe will remain the non-SAP SmartStream system. The PGL will receive reinsurance related postings from an interim SAP general ledger called the Shadow General Ledger (SGL) that will translate the postings to the necessary coding structure for the appropriate PGL system. (All other, non-reinsurance sub-ledger and general ledger activity will occur directly in the PGL.) To ensure data integrity, the data posted from SGL to the PGL's must be reconciled on a daily, monthly and quarterly basis.
- ▶ **Risk Manager P&C:** Additional reinsurance module of SAP (part of FS-RI) to provide facultative certificate and other individual risk and claims processing. Implementation at AmRe is not yet scheduled.
- ▶ **Shadow General Ledger (SGL):** Due to systems architecture requirements, it is necessary to use an intermediate SAP general ledger (SGL) to collect the financial reinsurance postings from FS-CD via an interface before posting them to the productive general ledger (PGL). The PGL for MRM is an existing SAP platform but for AmRe will remain the non-SAP SmartStream system. The SGL will interface postings from FS-CD to the appropriate PGL system, translating the postings to the necessary coding structure. To ensure data integrity, there are activities to run reports and reconcile the data posted from FS-RI to FS-CD to SGL.

Project-Related Teams

- ▶ **AmRe Project Manager:** John Zito; individual responsible and accountable for AmRe's deliverables on the project, including AmRe interfaces, conversion, change management, and overall coordination.
- ▶ **BGM (Business Group Master):** Employees and consultants who design and configure the system for approval by the Business Advisors. This group consists of a combination of AmRe and Munich Re resources developing one, global system.
- ▶ **Business Advisors (BAs):** Business representatives who review and approve design of the system by the BGM (Business Group Master).
- ▶ **Change Agents (CAs):** Change agents are divisional representatives who act as testers, expert users and change facilitators for each phase of Project Gloria implementation. At the same time, these agents represent the needs and concerns of their divisions to the Project Gloria team.
- ▶ **Impact Team:** AmRe senior management responsible for implementation of Gloria.
- ▶ **Implementation Manager:** Diane Butler; individual responsible for implementation of Gloria at AmRe.
- ▶ **Process & Organization (P&O):** The team of business process professionals who, with assistance from BGM, BAs and CAs, will recommend process and organizational solutions necessary to implement and utilize the Gloria system at AmRe.
- ▶ **Rollout & Support:** Team of IT professionals responsible for planning and implementing any system pilots, as well as the actual "go-live" rollout of the system. The Rollout & Support team is also responsible for designing a global SAP support unit that can answer certain systems-related questions and provide trouble-shooting assistance during and after "go-live".
- ▶ **Training & User Documentation:** The Training & User Documentation team is responsible for preparing the training curriculum for the project. The team will develop the training classes, self-study programs and related documentation needed to support Gloria roll-out.

Structural Units

- ▶ **Central Maintenance Unit (CMU):** New global unit, based in Munich, to validate and maintain data in BuPa's single, global database. AmRe's representative on the CMU is Sharon Yusko.

*For an extended and updated Gloria Glossary, regularly check AmRe Central's **Gloria_>>** section.*

*For additional and/or updated copies of this introductory brochure, see AmRe Central's **Gloria_>>** section.*