

# PMI Partners With Keane to Spearhead Web Initiatives

## Keane Designs Robust, Feature-Rich Web Architecture for Private Mortgage Insurer

### Client

PMI Group, Inc. is one of the largest private mortgage insurers in the United States. Private mortgage insurance protects mortgage lenders against potential losses in the event of borrower default. PMI is committed to making the American dream of owning a home attainable for as many families as possible.

### Challenge

Over the past 5 years, business-to-business (B2B) Web interface systems have increasingly come into use in the mortgage industry. Early on, PMI recognized that to maintain a competitive edge, it would need to leverage this technology to increase productivity and enhance customer/partner interaction. Initially, PMI's IT department utilized its own in-house resources for Web development. Since these Web-enabled systems, or portals, would become more complex and business user requirements would continue to increase, PMI determined it needed to expand its capabilities in this area. Existing market conditions made hiring an internal Web development team unrealistic as strong talent was scarce, expensive, and difficult to retain.

### Solution

Keane assigned an experienced team of Web architects and developers to assess all of the Web initiatives at PMI, made recommendations on how to proceed,

and executed those recommendations.

In many cases, integration of several projects/objectives was suggested to ensure long-term success vs. short-term fixes. Keane utilized a unified communication process, including a common method for full lifecycle planning collaboration via an extranet. This process engaged the IT department with business users during planning, need prioritization, specification development, and user acceptance testing — ensuring the business side was involved in shaping a solution that would truly work for them. Keane assumed total ownership for the project from architecture, design, development, and deployment to maintenance and support. The integrated team members were initially located at both the customer location and Keane's US technology centers; as the system moved into maintenance mode, the team in India was engaged as well.

### Benefit

The result is a scalable system with reliability and feature functionality that has PMI now setting industry standards rather than trying to catch up to them. The IT department has a more strategic long-range approach to IT initiatives and supporting system architecture that has earned respect for the department within PMI. Additionally, PMI now has an expanded 24 x 7 IT capability of highly qualified consultants deployed onsite, offsite, and offshore.

---

**"Keane not only helps us get where we need to go but also shows us how to stay ahead of our competition. I've worked with many other consulting firms, from Big 5 to local shops. Keane is the first company to really come in and listen to what I need done."**

Chuck Starkovich, Vice President for Application Development, PMI

---