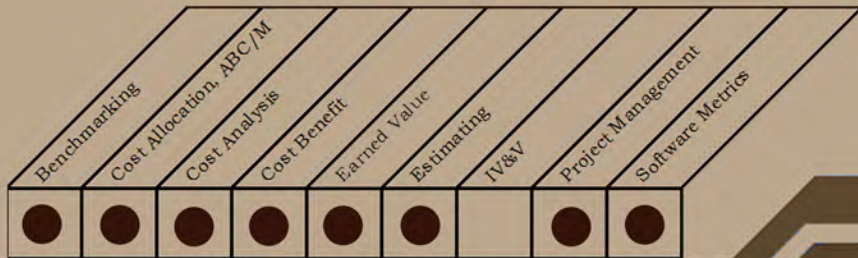




CASE STUDY: USAA

A member-owned Fortune 500 company, USAA owns and manages more than \$65 billion in assets. From their flagship service, USAA Property and Casualty, they broadened to encompass USAA Life Insurance Company, USAA Investment Management Company, USAA Federal Savings Bank and USAA Alliance Services.



SUMMARY

Client Web URL: www.usaa.com

Client Size: \$65 Billion

Client Market Segments: Financial Services



Our cost was easily recouped by the increased efficiency.

CLIENT PROBLEM

USAA needed an outside consulting company to implement an overall estimation methodology for USAA's Electronic Commerce projects to support more objective cost and schedule estimates. USAA expected to:

- Reduce cost and schedule overruns;
- Calibrate estimates to USAA actual project data;
- Have a repeatable estimation process complementary to the SEI CMM; and
- Have an objective, quantitative methodology for project and process improvement decisions.

PROPOSED SOLUTION

Implement a configured, tool supported set of industry standard estimating processes.

RESULTS

USAA met it's goals of more accurate, repeatable estimates for their web based projects.