

Titel

## **Global Collaboration in Software Development**

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Referent(en)

**Guyer, André / Zurich Insurance Company**

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An wen richtet sich der Beitrag?

**Geschäftsverantwortliche, Projektleiter**

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Stichwörter

**Make or buy, Management von globalen Teams, Collaboration Tools**

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Zusammenfassung

Anhand eines Fallbeispiels wird gezeigt, wie ein globales Team über Bereichs-, Unternehmens- und Kulturgrenzen hinweg, an verschiedenen Standorten innerhalb von 18 Monaten eine komplexe Geschäftsapplikation entwickelte.

Dabei wurde eine kommerzielle Software Lösung (Microsoft Dynamics CRM) um die geschäftsspezifische Funktionalität erweitert. Dadurch konnten Ressourcen auf geschäftskritische Bereiche fokussiert werden, eine Reihe von 'out-of-the-box' Funktionen ohne zusätzlichen Aufwand genutzt werden, sowie die notwendige Flexibilität zur Abdeckung unterschiedlicher Geschäftsprozesse sichergestellt werden.

Besondere Bedeutung lag dabei auf der Kommunikation innerhalb des heterogenen Projektteams und der verschiedenen Anspruchsgruppen.

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Biografie

André Walter Guyer is an executive with an international track record in the IT- and financial industry.

André started his professional career at IBM (Switzerland) in April 1973. He held several positions in various departments including administration, IT and sales where he was a marketing representative for a large Swiss Bank. Parallel to his commitments at IBM he completed his studies in Business Administration and went on to study mathematics, computer science and astrophysics at the University of Zurich and the Institute of Technology (ETH) Zurich. He received his degree in Mathematics from the University of Zurich in 1987.

André joined the Credit Suisse Group in 1990 as Chief Information Officer of Bank Hofmann AG. In 1995 he took over the responsibility for Operations International for Schweizerische Kreditanstalt (SKA). This newly created organization included the back office, IT and real estate functions outside of Switzerland. In 1997 André was asked to assume the responsibility for a number of group-wide strategic change initiatives such as the definition of a global operations strategy, the overall responsibility for the restructuring of the branches in Europe and Asia/Pacific or the integration of a

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newly acquired equity firm in Europe.

In May 1998, André joined Arthur D. Little (Schweiz) AG, a global management consulting firm, as head of the Information Management practice in Switzerland. He was responsible for a number of international mandates, mainly in the Financial Industries. In August 1999 he joined Unisys (Schweiz) AG where he became Member of the Executive Board, Member of the Board of Directors, head of Financial Industries and Global Account Director for one of the largest commercial clients of Unisys worldwide.

In August of 2002 André joined Zurich Financial Services Group. He is responsible to lead large and complex change and transformation initiatives such as the implementation of a consolidated European IT infrastructure organization, the global rollout of a new IT operating model, the set-up of a global business division serving corporate customers, the development and launch of business processes embedding customer-centricity or the development and rollout of a leading-edge global risk management solution. Outside his immediate area of responsibility he provides coaching on project- and change management, collaboration techniques and strategy development.

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