

Insurance

OpenLegacy helps improve productivity through an integrated application for insurance agents



“We love OpenLegacy’s intuitive interface for creating new services and maintaining existing services. The code it generates is a breeze to update and extend.”

Project Manager,
Insurance Company

The Challenge

For over 80 years, a leading insurance and finance company has been providing a wide variety of insurance, pension and financial asset management services products for close to 25% of the overall individual and business customer market within their country of operation.

The Insurance company’s core business applications were written 20 years ago. The auto and health insurance applications run on an IBM AS/400 platform. Seven years ago, they launched an extensive modernization project to turn the legacy Cobol applications into SOA services-about 70% of the Cobol transactions were re-written to be service-oriented, and invoked in a Java web environment.

The auto insurance application however, did not have its claim management component modernized as part of that project. It was a big part of the insurance agent’s work and was still done using “green screens.” As part of their usual workflow, agents had to switch between the web application and the green screens, slowing them down, decreasing productivity, and increasing response time to customers.

Last year, the company decided to modernize the claim management application so that it could be invoked from the Java environment and accessible through the same auto insurance web application. One of the options considered was to re-write the claim management AS/400 Cobol transactions to make them SOA enabled; however, this was prohibitively expensive and time-consuming.

About OpenLegacy

OpenLegacy enables enterprises to quickly and rapidly extend and transform legacy systems such as AS/400 and mainframes to the web, mobile and cloud. A standards-based open source development platform, OpenLegacy lets developers solve high impact business problems quickly, giving enterprises a new-found agility and opening the door to creative new solutions at a low cost and with a high rate of success.

Position your company for the future with OpenLegacy.

The Solution

The company turned to OpenLegacy to help it integrate the AS/400 claim management system into the auto insurance application. In a proof of concept that lasted only five days, using the OpenLegacy platform, one process was exposed that presented all the reports related to a specific claim within the main auto insurance web application. The insurance agent was able to drill down to a specific policy and see all the claims related to this policy all within the policy page of the web application. Their agents and project managers were thrilled.

The full project of integrating between the web application and the remaining claim management transactions took only ten days of development time. In addition, all of the insurance company's security measures were implemented together with OpenLegacy platform (their security is bank-level), as well as a secure and efficient single sign-on process.

The Result

Time savings and improved productivity through the integrated application

The insurance agents used to move back and forth between the web application and the AS/400 claim management application, manually copying and pasting data, and navigating across redundant AS/400 menu screens. With claim information and management now integrated in the central auto insurance application, as well as a single sign-on process, the agents now realize an average time saving of 20-30% compared to their previous workflow.

ROI through cost savings and scalable development

OpenLegacy's solution was significantly faster to develop, less expensive, and less risky, than the alternative of re-writing the AS/400 claim management application. The Java code that the OpenLegacy platform generates is lightweight, with 80% less code generated compared to other solutions. It is easier to maintain, and to scale to other types of environments - like Java and mobile platforms.



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