



UNIQA CHOOSES ICON'S SOFTWARE SUITE TO REPLACE ITS EXISTING OUTPUT MANAGEMENT SYSTEM

The insurance group's existing document processes are first optimized and later replaced by icon's solutions



UNIQA Insurance, which is number two in the Austrian insurance market with 8.1 million customers (2011), relies on a high-performance and stable output management system. Until 2008, its corporate divisions employed six different, host-based ASF print output solutions. There was no separation between layout and data, which led to inefficient document processes. For this reason, the insurer planned to introduce a central, server-based print solution and to gradually replace the existing IT architecture in several project phases.

This promises to achieve a considerably streamlined IT architecture, a uniform platform, a decrease in training efforts, a higher degree of reusability of document templates and formats already created as well as time and cost savings. The project involves the corporate divisions Raiffeisen Versicherung AG and UNIQA Österreich Versicherungen AG.

PROOF OF CONCEPT

After an extensive evaluation of potential solutions, four providers were invited to participate in a Proof of Concept. In the end, icon won the contract with its modular business solution for creating and formatting all kinds of interactive, process-integrated and automated documents. Juergen Puhm, IT project leader

at UNIQA, explains the decision to opt for icon: "The decisive aspect for us was the option to first migrate our documents without any changes from ASF to DOPiX and later set up a completely new, central solution. For us there is nothing comparable on the market. What is striking about icon is its very customer-friendly licensing model. The icon staff are always available for us – whenever we have questions, we get quick and knowledgeable answers."

FIRST STEPS IN THE PILOT PROJECT

The first step of the pilot project started in early September 2008 with the evaluation of all technical and business requirements and the assessment of the assumed exploitation potential and start-up costs. Users' experiences were also surveyed. Following approval from UNIQA's management board, the implementation of the project commenced in early February 2010.

RAIVIS AND ASF REPLACED BY ICON'S SOLUTION

First of all, the existing Raiffeisen insurance information system application RAIVIS and the ASF correspondence application at UNIQA were replaced by the new icon solution. As only the front-end was changed, the employees were still able to carry out their familiar working processes, but now with a completely new quality and consistency.

EXECUTIVE SUMMARY

With 8.1 million customers (2011), around 22,000 employees and more than EUR 5.9 billion in insurance premiums, UNIQA is number two in Austria and one of the leading insurance groups in Central and Eastern Europe. In 2008, the UNIQA Group decided to gradually optimize its ASF-based output management system by migrating to DOPiX and to later implement a completely new solution which is controlled by DOPiX alone in several project steps.

The icon solution is used to format and print about 55,000 individually created text pages in centralized printing at UNIQA and around nine million document pages in total in a batch process at Raiffeisen Versicherung. Every year, about 960,000 pages created in UNIQA's decentralized printing are dispatched as printed documents and nearly 17,000 pages via email.

The following icon solutions are employed: DOPiX/Dialog, /Compose, /Server and /HostModule. The IT architecture comprises a Frontend Windows Client, Backend Linux Server, DB2 under z/OS and an MS-SQL database server.

The new features included, for instance, a print preview and a document preview. An improvement in the steps of batch processing was also achieved.

In addition, due to the successful migration, the number of document templates for UNIQA letters was reduced from 1,350 (ASF) to 750 (DOPIX), while at the same time streamlining the user profiles.



Juergen Puhm,
IT project leader,
UNIQA Software-
Service GmbH

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SUCCESSFUL LAUNCHING

After the gradual implementation, the extensive testing of the solution by various business departments and a final acceptance test the complete solution went productive step by step in early March 2011. By the end of March 2011, it had completely replaced the ASF solution according to plan.

The new solution was first introduced in the corporate divisions of Raiffeisen

Versicherung, followed by the sophisticated UNIQA correspondence application. In the run-up to the launch, the employees involved had already been trained with the aid of the snowball principle, manuals had been distributed and new printer clients had been provided. The implementation went smoothly in all divisions. Next, the system was optimized and stabilized by the end of March 2011. Then the first project step was finished on schedule.

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CREATING A COMPLETELY "NEW WORLD"

In spring 2011, the second project phase was started with the aim of gradually connecting batch creation at UNIQA and the web applications to DOPIX, among other things. At this stage, the text creation and the layout, the design of interfaces and the logic are redefined, standardized, simplified and centralized. The aim is no longer to migrate existing structures but to implement a new, strategic concept which is uniform for the entire company, in compliance with all policies and regulations. A completely new document architecture is created. For example, the workload of the company's IT specialists will be reduced in future because business departments are able to create documents independently.

Thanks to the new correspondence application, UNIQA is in a position to handle the entire output management process from creating letters and entering parameters to controlling the different dispatch channels with one solution.

OUTLOOK

The project scope includes creating connections to the central DMS, integrating UNIQA's corporate design and defining the document design and naming conventions.

From the beginning of 2013 there will still be a strong focus on printing projects, and the redesign of documents, such as in the field of insurance policies, is to be continued. To obtain support in this project phase, UNIQA is considering acquiring icon's DOPIX/Flow solution.



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- Europe's largest direct bank
- Europe's largest automobile club

WHY ICON?

icon Systemhaus GmbH has been offering comprehensive customer correspondence solutions to leading insurance companies, banks, utility companies and industry since 1995. icon Suite covers the complete range of high-volume, individually oriented, interactive and process-integrated functionalities and is also used for the most sophisticated types of customer communication.

The icon community is a strong network of outstanding experts. It consists of customers, partners and specialists who work closely together to continue to improve icon Suite.

In its Stuttgart headquarters, icon Systemhaus GmbH employs more than 100 highly qualified specialists.



WOULD YOU LIKE TO LEARN MORE ABOUT OUR SOLUTIONS?

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